



HOSPITALITY RULES

GENERAL INFORMATION:

Check-in from:	Monday - Friday 14h00	Check-out by:	Monday - Friday 10h00
	Sunday - 15h00		Sunday - 15h00

Note:

Special arrangements should be made in circumstances where guests are expected to check-in after 17h00.

LODGES AND CHALETS

Self-Catering:

Thaba Lodges are self-catering lodges. Please take note, that the Beestekraal area has local shops for the bare necessities, but no fresh products are sold.

Amenities supplied in rooms:

- Bath towels
- Bath and shower soap
- Swimming towels
- Linen

Fully equipped kitchen with:

- Crockery
- Glasses, pots, pans, salad bowls, and utensils, etc.
- Braai facilities with grids, braai tongs, and pots for potjie, pap etc.
- Kitchen towels and dishwashing soap for dishes
- Ice

The following items can be used with the **assistance of the camp attendant:**

1. Dishwasher

**Wood:**

- We supply 5 bags of wood per day. Thereafter a charge of R20 per bag will apply
- Firewood may not be collected from the veld.

CAMP ATTENDANTS**CAN DO**

- Service and clean the facilities.
- Help with instruction with food preparation i.e., salads, pap, etc.
- Assist in braaiing.
- Bake bread on request.

Working hours:

- The working hours are from 07h00 until 20h00.

Camp attendant tip:

- Tips to the camp attendants at your discretion.

WI-FI AND OTHER CONTACT NUMBERS

- Wi-Fi is available at certain lodges.
- All emergency contact numbers, including the hospitality and maintenance managers, are displayed on the notice board.

GAME DRIVES

- Private vehicles are not allowed on the farm other than the road from the main gate to the Lodge.
- A morning and afternoon game drive will be facilitated by the Camp attendant.
- The speed limit is 30km/h
- Unlicensed people or minors are not permitted to drive vehicles on the farm.

DEPOSIT

- Terms of cancellation can be discussed with the booking office.
- The guests will be held responsible for any shortages or breakages on vacating the premises unless reported to the camp representative within 12 hours after arrival.



ELECTRONIC PAYMENT

- Please use the details as per the invoice.
- Kindly use the invoice number and your Surname as the reference.

ESKOM POWER CUTS AND LOAD-SHEDDING

- Please be aware of possible power cuts and load-shedding that may take place at Thaba Lodges that are beyond our control.
- Please be advised that the farm, management, and staff cannot be held liable for any power cuts or load-shedding

SECURITY, SAFETY, AND PERSONAL PROPERTY

We at Thaba Lodges do our utmost to put security measures in place to reduce the risk of crime. However, there are rumours of petty crime in the district.

- Please keep the doors and windows secure at all times when you leave your unit(s).
- Please do not leave your valuables lying around in plain sight, especially during the night.
- Personal property is brought onto Thaba Lodges at the guest(s) and /or visitor(s) own risk.

GENERAL

NO FIREWORKS!

- No smoking is permitted in the chalets.
- The tap water is safe for cooking and food preparation. It is also drinkable.
- No items may be removed from the premises.
- Please ensure that you close your windows and doors when you leave the chalets or kitchens. Monkeys are entertaining but can cause havoc.
- We have a septic tank system. Foreign objects must not be flushed down the toilets.
- No Pets Allowed.
- Thaba Lodges follow strict COVID-19 protocols and regulations.