

# Welcome to Meulstroom – Everything you need to know

To ensure a memorable stay here with us, please take note of the below conditions and rules:

## BEFORE YOU ARRIVE:

*M* **The main gate will be open from 06:00.**

*M* Please confirm your check-in times from the conference organizer. **No early arrivals are permitted.**

*M* Please park your car in the general parking area.

**There is NO parking available at your room.**

**Meulstroom currently DOES NOT have shaded parking.**

*M* **Reception hours:**

Monday-Thursday 07:00-17:00.

Friday & Saturday 07:00-20:00.

Sunday 07:00-14:00.

*M* **Special arrangements/permission:**

- If any special arrangements and/or permissions were granted to you (outside the normal conditions), you must insist on written proof thereof to present on arrival.
- If you, or any of your party, have **special dietary requirements**, please inform us via email 5 working days before your arrival.

## WHAT IS AVAILABLE in the rooms?

*M* **Bed linen** and blankets, **bath towel**, **kettle** (coffee mugs) and **bar fridge**.

*M* Coffee, tea, and sugar in the rooms.

*M* Any snacks and soft drinks are welcome. *NO OWN ALCOHOL permitted.*

*M* There are NO cutlery, crockery, and no microwave available in the rooms (**we do not have self-catering units**).

*M* There is a microwave in the common area at the coffee station.

*M* **No TV** available in your room – only in the bar and common area.

*M* No aircon available in your room – only a **ceiling fan**.

*M* Coffee and tea available at the common area at coffee station.

*M* The Mini shop is available for refreshments, snacks, and necessities (**CASH ONLY**).

## PACKING LIST

*M* **Snacks** and **soft drinks**.

*M* Tabard/ Peaceful Sleep and/or insect repellent.

*M* **Beach towels**, sunscreen lotion and a hat.

*M* Picnick blanket and camping chairs to relax on grass area.

*M* Something warm for cool nights or if it rains.

*M* Cash for mini shop and bar.

## BASIC CONFERENCE ITINERARY

DAY 1	06H00	Main gate opens
	TBC	Rooms available for guests to check in
		Cash Bar available ONLY ON REQUEST
	TBC	Tea break
	TBC	Lunch
	TBC	Tea break
	TBC	Dinner in restaurant
	21:00	Coffee and tea at coffee station Bonfire outside
DAY 2	07h30 – 08h30	Coffee, tea and rusks
	TBC	Breakfast <b>OR</b> Brunch in restaurant
	TBC	Tea break
	TBC	Lunch <i>(depending on your booking)</i>
		Cash Bar available ONLY ON REQUEST
	TBC	Tea break
	TBC	Dinner
	21:00	Coffee & tea at coffee station Bonfire outside
DAY 3	07h30 – 08h30	Coffee, tea and rusks
	09h00	Check-out of rooms
	TBC	Breakfast <b>OR</b> Brunch in restaurant
	13h00	Main gate closes

## IMPORTANT INFORMATION

### *M* **Mealtimes:**

- We value punctuality at Meulstroom and have a strict 45 min serving time at the buffet area.
- **It is of high importance that you are on time.**
- If you require a take-away for e.g. sick guests etc. – you need to inform the manager on duty.
- Early coffee, tea and rusks will be served **from** 07:30 onwards at the coffee station.

*M* For your own safety – the main gate will be closed from 22:00 – 06:00. If you need to exit the premises during these times – please arrange prior with the manager on duty.

*M* Meulstroom is situated in the beautiful Zusterstroom valley and have **limited cell phone network coverage.**

*M* **Wi-Fi vouchers** available at the office – R30 for 250MB & R55 for 500MB.

*M* Penalty payable if a key is removed from the leather strap. If LOST/ MISPLACED - the guests will be liable to pay R250 before we can replacement the key.

*M* Please report any problem in your room/bathroom to Meulstroom Management immediately. No complaints later than 1 hour after your arrival will be accepted.

*M* Bring your hard-earned cash for the mini shop and bar (**NO CARD FACILITIES AVAILABLE**).

*M* **SMOKING IS PROHIBITED** IN THE ROOMS AND RESTAURANTS.

- M* **NO ALCOHOL** allowed to be brought onto our premises (we are a licenced premises). Cash bar on site.
- M* **No Pets allowed.**
- M* Tranquillity is expected from 21:00 at night - NO MUSIC after 21:00.
- M* No furniture may be removed or moved in the rooms and venues.
- M* Bedding, blankets, and towels are not allowed to be removed from the rooms.
- M* **Bring own swimming towels** - guests are not allowed to use our white bath towels for swimming.
- M* Keep children off cupboards and tabletops.
- M* Please switch all lights/ ceiling fans off when you leave the room.
- M* No electric heaters or air conditioning units are permitted.
- M* Coffee mugs may not be removed from the restaurant and coffee station areas.
- M* Please direct all enquiries, problems, or issues **DIRECTLY** to the manager on duty. Their number will be on the office door for after hours. No interaction is advised with other staff members.
- M* **Check-out** of rooms are strictly @ **09:00** am on the day of departure.
- M* Guests must return room keys to our reception before departure. If any guests leave the premises with the key, it will be the person's **OWN RESPONSIBLY** to ensure the key is returned to Meulstroom Lodge.
- M* **LOST/ FORGOTTEN ITEMS** - Meulstroom does not take responsibility for any lost/forgotten items. If an item is left behind – it will be the **guest's OWN responsibility** to come and collect the item at the venue (or send a courier to the venue on their own expense). No items will be posted or delivered.

**\*\*Penalties payable for rules not followed\***

## **HOW DO I GET TO MEULSTROOM?**

**Google Maps:** *Meulstroom Lodge, Bronkhorstspuit*

<https://www.google.co.za/maps/place/Meulstroom/@-25.6111262,29.0032287,17z/data=!3m1!4b1!4m5!3m4!1s0x1eeaa1a939e360b9:0x968b8e22b5d7bb6f!8m2!3d-25.6111262!4d29.0054174>

Contact us at [office@meulstroomlodge.co.za](mailto:office@meulstroomlodge.co.za)

Visit <http://www.meulstroom.com> for more information