

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 15:30 on Friday.**

M **Guests can only check-in from 16:00 on Friday. No early arrivals are permitted.**

M Guests arriving on Saturday – check-in from 11:00. **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 Please bring **your own coffee**, tea, sugar, and milk to enjoy in your 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.

PACKING LIST

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

M Tabard/ Peaceful Sleep and/or insect repellent.

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

M Picnic blanket and camping chairs to relax on grass area.

M Something warm for cool nights or if it rains.

M Cash, debit or credit card for mini shop and bar.

M Comfortable shoes to go for a walk in our game farm.

WEEKEND ITINERARY FOR A CHURCH/WOMEN'S/MEN'S CAMP

Friday	15h30	Main gate opens
	16h00	Rooms available for guests to check in
		Cash Bar available ONLY ON REQUEST
	19h00	Dinner in restaurant
	19h45	Buffet area closes
	21:00	Coffee and tea at coffee station Bonfire outside
Saturday	07h30 – 08h30	Coffee, tea and rusks
	08:00	Breakfast OR
	10h00	Brunch in restaurant
		Cash Bar available ONLY ON REQUEST
	13:00	Lunch (<i>depending on your booking</i>)
	18h00	Dinner
	21:00	Coffee & tea at coffee station Bonfire outside
Sunday	07h30 – 08h30	Coffee, tea and rusks
	09h00	Check-out of rooms
	08:00	Breakfast OR
	09h00	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 – R10 for 50MB, R15 for 100MB & 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, debit or credit card for the mini shop and bar.

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!4b!4m5!3m4!1s0x1eeaa1a939e360b9:0x968b8e22b5d7bb6f!8m2!3d-25.6111262!4d29.0054174>

Contact us at inge@meulstroomlodge.co.za

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