

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:

- **The main gate will be open from 15:30 on Friday.**
- **Guests can only check-in from 16:00 on Friday. No early arrivals are permitted.**
- Guests arriving on Saturday – check-in from 11:00. **No early arrivals are permitted.**
- Please park your car in the general parking area.
There is NO parking available at your room.
Meulstroom currently DOES NOT have shaded parking.
- **Reception hours:**
Monday-Thursday 07:00-17:00.
Friday & Saturday 07:00-20:00.
Sunday 07:00-14:00.
- **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?

- **Bed linen** and blankets, **bath towel**, **kettle** (coffee mugs) and **bar fridge**.
- Please bring **your own coffee**, tea, sugar, and milk to enjoy in your rooms.
- Any snacks and soft drinks are welcome. *NO OWN ALCOHOL permitted.*
- There are NO cutlery, crockery, and no microwave available in the rooms (**we do not have self-catering units**).
- There is a microwave in the common area at the coffee station.
- **No TV** available in your room – only in the bar and common area.
- No aircon available in your room – only a **ceiling fan**.
- Coffee and tea available at the common area at coffee station.
- The Mini shop is available for refreshments, snacks, and necessities.

PACKING LIST

- **Snacks** and soft drinks.
- Tabard/ Peaceful Sleep and/or insect repellent.
- **Beach towels**, sunscreen lotion and a hat.
- Picnick blanket and camping chairs to relax on grass area.
- Something warm for cool nights or if it rains.
- Cash for mini shop and bar.

IMPORTANT INFORMATION

Room Content List:		
We have equipped every room with the following items to ensure a comfortable stay with us – Please take a few minutes to ensure that all the items listed below are present in the room.* IF NOT – Please report immediately to Reception.		
Mini Fridge Damages	1	R 1 500.00
Fridge Draw	1	R50.00
Kettle	1	R500.00
Tray	1	R100.00
Glass	2/4/6	R20.00 each
Plastic Teaspoon	2/4/6	-
Beverage Pack Holder	1	R50.00
Coffee & Tea Mug	2/4/6	R50.00 each
Table	1	R200.00
Table Cloth	1	R20.00
Bed	2/4/8	R800.00 each
Fitted Sheet	2/4/8	R200.00 each
Duvet	2/4/8	R800.00 each
Duvet Inner	2/4/8	R800.00 each
Pillow Case	2/4/6	R100.00 each
Pillow	2/4/8	R200.00 each
Brown Blanket Single	2/4/8	R400.00 each
Brown Blanket Double	1/2	R800.00 each
Bath Towel	2/4/8	R300.00 each
Hand Towel	1	R200.00 each
Bathroom Mat	1	R100.00 each
Soap Holder	1	R20.00
Bathroom Dustbin	1	R50.00
Room Dustbin	1	R80.00
White Hangers	5	R20.00 each
Bed or Matras moved	-	R300.00

* With each guest departure our Housekeeping team ensure that all items are present.
 *PLEASE NOTE THAT ADDITIONAL COST WILL APPLY TO REPLACE EACH ITEM, BROKEN OR LOST

- **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 (*ONLY applicable on Brunch bookings*).
- 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.
- Meulstroom is situated in the beautiful Zusterstroom valley and have **limited cell phone network coverage**.
- **Wi-Fi vouchers** available at the office
- 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.
- Please report any problem in your room/bathroom to Meulstroom Management immediately. No complaints later than 1 hour after your arrival will be accepted.
- Bring your hard-earned cash for the mini shop and bar (**NO CARD FACILITIES AVAILABLE**).
- **SMOKING IS PROHIBITED** IN THE ROOMS AND RESTAURANTS.

- **NO ALCOHOL** allowed to be brought onto our premises (we are a licenced premises). Cash bar on site.
- **No Pets allowed.**
- Tranquillity is expected from 21:00 at night - NO MUSIC after 21:00.
- No furniture may be removed or moved in the rooms and venues.
- Bedding, blankets, and towels are not allowed to be removed from the rooms.
- **Bring own swimming towels** - guests are not allowed to use our white bath towels for swimming.
- Keep children off cupboards and tabletops.
- Please switch all lights/ ceiling fans off when you leave the room.
- No electric heaters or air conditioning units are permitted.
- Coffee mugs may not be removed from the restaurant and coffee station areas.
- *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.*
- **Check-out** of rooms are strictly @ **09:00** am on the day of departure.
- 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.
- **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.

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

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