



Meulstroom Lodge

CONFERENCES • FUNCTIONS • GROUPS

Info for Guest: MEULSTROOM LODGE:

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:

- o The main gate will be open from 15:45 on Friday.
- o Guests can only check-in from 16:00 on Friday. No early arrivals are permitted.
- o Guests arriving on Saturday – check-in from 11:00. No early arrivals are permitted.
- o 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:

- o Monday - Thursday 07:00-17:00.
- o Friday & Saturday 07:00-20:00.
- o Sunday 07:00-14:00.

SPECIAL ARRANGEMENTS/PERMISSION:

- o 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.
- o 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?

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

PACKING LIST:

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



IMPORTANT INFORMATION:

Room Content List:

| | | |
|----------------------|-------|--------------|
| Mini Fridge Damages | 1 | R1500.00 |
| 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 | 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:

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



OTHER:

- o For your own safety – the main gate will be closed at all times. Please ask at Reception for the exit code upon arrival.
- o Meulstroom is situated in the beautiful Zusterstroom valley and have limited cell phone network coverage.
- o Wi-Fi available at the office
- o 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.
- o Please report any problem in your room/bathroom to Meulstroom Management immediately. No complaints later than 1 hour after your arrival will be accepted.
- o Bring your hard-earned cash for the mini shop and bar (NO CARD FACILITIES AVAILABLE).
- o SMOKING IS PROHIBITED IN THE ROOMS AND RESTAURANTS.
- o NO ALCOHOL allowed to be brought onto our premises (we are a licensed premises). Cash bar on site.
- o No Pets allowed.
- o Tranquillity is expected from 21:00 at night - NO MUSIC after 21:00.
- o No furniture may be removed or moved in the rooms and venues.
- o Bedding, blankets, and towels are not allowed to be removed from the rooms.
- o Bring own swimming towels - guests are not allowed to use our white bath towels for swimming.
- o Please switch all lights/ ceiling fans off when you leave the room.
- o No electric heaters or air conditioning units are permitted.
- o Coffee mugs may not be removed from the restaurant and coffee station areas.
- o 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.
- o Check-out of rooms are strictly **@ 9:00 am on the day of departure**.
- o 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 RESPONSIBILITY to ensure the key is returned to Meulstroom Lodge.
- o 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, Bronkhorstspruit

SEE DOCUMENT - 'Google Map Links for Meulstroom Lodge'



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

Contact us at office@meulstroomlodge.co.za