

**LOST & FORGOTTEN ITEMS**

Meulstroom **does not take responsibility for any lost/forgotten items**. In the event that 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.

**Terms & Conditions for staying at Meulstroom Lodge**

1. IT WILL BE THE GUESTS OWN RESPONSIBILITY TO **ENSURE THE ROOM KEY IS DROPPED AT RECEPTION AT THE CHECK-OUT TIME** INDICATED ON THE PROGRAM OR APON DEPARTURE
2. In the event that a **KEY IS LOST/ MISPLACED** - the guests will be liable to pay R250 before he/she can receive a replacement key
3. GUESTS ARE **NOT PERMITTED TO TAKE THE KEY OFF THE LEATHER STRAP** - please come hand in your room key if you are worried about losing it - *all guests are welcome to drop off and collect their key from reception as needed.*
4. If there is any fault or problem in your room/bathroom, **please report it to the office immediately.**
5. There will be no interaction with Meulstroom kitchen staff – only with Meulstroom management.
6. **NO VEHICLES TO BE PARKED ON PAVED AREAS**
7. **Rooms** will ONLY be available at occupation time as set out on program. We understand some guests travel a far distance and may arrive early - Double delight will be available for guest to relax until rooms are available
8. The **kitchen** closes 45 minutes after start of the meal - **no meals will be served after closing.** No trespassing in the kitchen areas
9. No food to be prepared at Meulstroom. Only prepare or commercial snacks.
10. **SMOKING IS PROHIBITED IN THE ROOMS AND RESTAURANTS - R5000 fine**
11. **No animals** are allowed on the premises and in the rooms
12. No bedding, towels, pillows, coffee mugs, glasses etc. are allowed to leave the rooms
13. No coffee mugs or any cutlery are allowed to leave the restaurant/ coffee station areas
14. Keep children off cupboards and table tops at all times. Please switch all lights off when you leave the room
15. Breakage and/or damage of any of Meulstroom's property will be billed accordingly and added to the final bill.

**INDEMNITY – MEULSTROOM LODGE**

I acknowledge that I am well acquainted with and fully aware of the real dangers and risks that are associated with nature lodges arising from the presence of wild and dangerous animals and plants and the real risk of suffering bodily harm, injury, death and/or loss to property which may arise as result of an encounter with and/or the presence of wild animals and plants whilst on the premises or property of the lodge. I also acknowledge that excursions/activities can be undertaken on foot, by car and by river and that those activities carry the risk of dangerous encounters with wild animals, car accidents due to the rough terrain to be covered.

I waive any claim or claims of whatsoever cause or nature howsoever arising against the owners of the lodge, their associates, employees and/or any person connected whether directly or indirectly with the running of the lodge and fellow guests/invitees which I might have arising out of harm, injury, death or loss suffered whilst on the premises or property of the reserve/lodge and whether arising from an act of commission or omission on the part of those hereby indemnified or anyone of them including any activity or excursion.

I indemnify and hold harmless and free, the owners of the lodge, their associates and employees and/or any person connected whether directly or indirectly with the running of the reserve/lodge and fellow guests/invitees from any and all claims of whatsoever cause or nature which may arise on behalf of my children and or other minors under my supervision should they suffer injury or loss whilst on the premises or property of the reserve/lodge and whether arising from an act of commission or omission on the part of those hereby indemnified on anyone of them. In the event of injury the reserve/lodge may at its discretion and without prejudice and without admission of liability arrange and pay for emergency medical treatment for and on behalf of any guest.