



Your Safety & Security whilst staying with us

Fire

In the event of a fire in your room, please evacuate immediately whilst blowing the whistle repeatedly. Make your way calmly to the EMERGENCY ASSEMBLY POINT at the Croquet lawn or the Vehicle Garage area. Please sound the EMERGENCY FIRE HORN as you walk past. A fire extinguisher is located to the left side of your room entrance outside, which can be activated by pulling the plastic yellow tag off, sliding the brass pin out & squeezing the handles together whilst pointing towards the base of the fire.

Medical Emergency

Should you have a medical emergency that requires assistance, please call the reception or blow the emergency whistle hanging at your door repeatedly. Alternatively, blow the emergency air horn nearest to your room. A basic first aid kit plus a limited selection of medication to purchase, is kept at the reception for your convenience.

Emergency Lighting

Although the lodge is entirely powered by solar with a battery back-up, there may be times when you require emergency lighting. There are mobile solar torches in every guest room hanging at the exit door for convenience. To activate the light, flip the small wire lever over to touch the solar panel. Alternatively, should you prefer a more romantic ambience, you can light the paraffin hurricane lamp by removing the glass casing & setting a match to the lint. The length of the lint can be adjusted by turning the small round wheel at the base of the glass. To extinguish, please blow out the flame through the top of the glass. Please note that the glass may become hot during use, so we kindly ask that you handle it with care.

Remote Location

One of the joys of staying at Three Tree Hill is our wonderfully secluded location. The lodge is reached by a private farm road with no passing traffic, so you can relax and enjoy the peace and quiet of the countryside. Our eastern boundary adjoins a protected area managed by Ezemvelo KZN Wildlife, further enhancing the feeling of being immersed in nature.

Perimeter Security

For your peace of mind, the lodge and guest areas are separated from the surrounding farmland by 1.4m perimeter fencing, and access to the property is via a single controlled entrance. The entrance gate is operated electronically and is equipped with an intercom and video monitoring system, helping us maintain the privacy and security of our guests while preserving the peaceful atmosphere of the lodge. The boundary with the game reserve is secured with a 2.4m high fence, and there is no dangerous game on the farm side.

Security Personnel

There are no security personnel on the property, however there are security video surveillance cameras that have been placed at strategic points to monitor any movement. There are 2 video cameras with notification alarms situated along the entrance road (1.5km away) and the entrance gate that would notify management of approaching vehicles at any time of the day or night.

Video Surveillance

A total number of 21 video surveillance cameras have been installed on the property in strategic places to ensure recording of possible incidents. These are controlled in the main office and by management access on their mobile devices. There are no cameras in ablution or bedroom areas to uphold privacy policy.

Safes for Valuables

All rooms front and back doors have locks with keys. All windows have secure latches to close. All guest rooms have digital safes for storing valuables or cash. Larger valuable items can be stored in the Lodge Firearm safe, to which the owner has access.

Vehicle Parking

Covered vehicle storage parking bays are provided at Burchells, Churchills and Main Lodge areas so guests can store their vehicles securely. Motion sensor night lighting and video cameras are placed at these garages.

Night Lighting

All pathways to guest rooms have foot lighting, all outside buildings and garages have lighting, which are controlled with day/night sensors.

Night Sounds

From time to time various antelope, porcupine, aardvark and even on occasion, our dogs & cats move around the grounds at night – please do not be alarmed!

Emergency Phone Numbers

Lodge Reception - +27 36 448 1171 / +27 82 379 1864

Lodge Owner - +27 84 985 4284 / +27 79 667 1216

Hospital – La Verna Private Hospital (Ladysmith 48km away) +27 87 087 2600

Doctor – Dr Bjorn Ferreira (Winterton 46km away) +27 36 4881211

Emergency Exit

Should guests need to exit the property in an emergency they can activate the electric gate from inside with the code **1234#**

PLEASE SEE REVERSE SIDE FOR ORIENTATION MAP OF THE LODGE