



*Welcome* to Blyde River Canyon Lodge... your home away from home. You've made your way to a very special part of South Africa, and we're delighted to have you join us!

#### DID YOU KNOW?

Blyde River Canyon is 26km long, is the third largest canyon in the world and the largest 'green canyon' due to its lush subtropical vegetation. It has some of the deepest precipitous cliffs of any canyon on the planet and is the second largest canyon in Africa.

'Considered one of the great natural wonders of Africa and is a unique and geological landmark in South Africa'

#### HEALTH & SAFETY

- The emergency evacuation and fire procedures are listed and placed in the drawer of your dressing table.
- In an emergency evacuation please gather at the swimming pool by the main reception area.

#### EMERGENCY CONTACT NUMBERS

+27 (0)15 795 5305 | +27 (0)15 793 7404 | +27 (0) 72 341 2067 | +27 (0)72 477 3485

- Your room is equipped with a LED torch, matches and candles can be found in your wardrobe in case of a power outage. Please take great care when using candles as the thatch is a high fire risk.
- We do have a backup power system in place. Please enquire at reception on the loadshedding schedules.
- We kindly ask that no kettles, toasters, hairdryers, or microwaves be used during loadshedding as this will deplete the battery backup.
- Generators are not allowed on the reserve.

#### DINING

- Breakfast is available from 08H00 to 09H30 daily, served inside when it's chilly or wet and on the outside deck on warm, sunny mornings. Breakfast packs can be arranged for early departures but must be booked in advance with reception.
- Breakfast consists of a full continental, including fresh fruit, pastries, cereals as well as a hot English breakfast, toast and preserves with tea or coffee.
- Light lunch as well as dinner must please be booked in advance. Dinner is an informal set menu and served from 19H00.



## DINING.....continued

- Dinner comprises three courses but can also be served as individual courses. Our menu changes seasonally and we serve beef, chicken, fish, lamb, pork or ostrich together with vegetarian options.
- It is very important to advise us in advance should you have any special dietary requirements.
- We are fully licensed and as such personal alcohol may not be consumed in common area's
- Room service is not available

## COOLING & HEATING

- Each room is fitted with an individual digital thermostat control for the central air conditioning unit.
- The air-conditioning unit is both cooling and heating. The temperature and the fan speed can be adjusted to your preferred level. Point the remote at it, push the arrow button up or down to control your environment.
- To conserve electricity as well as to obtain the required room temperature, we kindly ask you close the windows when making use of the air-conditioner.
- Please ensure that you turn off all air-conditioning when you leave your room to conserve electricity and our environment.

## GENERAL INFORMATION

- Major foreign currencies are exchangeable in Hoedspruit at the bureau de change. Please enquire at reception
- Additional bed or cot is available upon request. There will be an additional charge for an extra bed. Not all rooms are able to accommodate an additional bed.
- Each room is equipped with a fully stocked mini bar fridge. Any items consumed will be charged to your room account
- Coffee & Tea tray is provided in each room
- Netflix is available
- Free Wi-Fi is available

Username: bushbaby

Password: bushbabyoz

- A multi pin adaptor and charger is available in your room. Additional adaptors can be requested from reception, added to your room account and removed once returned. Additional adaptors may be purchased from reception.
- South Africa has 12 official languages, please be patient with our local cleaning and gardening staff who may not fully understand English or Afrikaans. They will direct you to management in order to assist you.



## GENERAL INFORMATION.....continued

- A variety of curio's are available for purchase at reception
- There are various bodies of water located on the reserve, being, swimming pools, rivers, fountains and ponds that are not fenced. Should you be travelling with children, it is your responsibility to ensure that they are safe at all times.
- All children must be supervised by a responsible adult at all time.
- Swimming towels have been provided in each room. We kindly ask you to not use the bath towels at the swimming pool.
- We try our best to care for the environment. Please hand any recyclable items in to reception.
- The braai/barbeque area is there for your enjoyment. Please ensure you have put out the fire when you have finished to prevent a possible fire hazard. Braai's and barbeques are not permitted on windy days, for obvious reasons.
- Please don't leave food out in your room or cottage if the windows are open, as it may attract the unwelcome attention of monkeys and baboons – they are known to be destructive!
- Please do not leave your rubbish outside or any unwashed dishes or food in the lapa area. You will be responsible for any damage incurred.
- We make use of septic tanks, please do not throw foreign objects down the toilet, such as sanitary towels, tampons, baby wipes and cotton wool.
- Please do not remove any items from the rooms or cottages (toiletries, books, utensils, towels etc.). On your departure, should any items found to be missing, these items will be charged against your credit card, as is the standard hospitality policy in South Africa.
- Please do not litter, we try to make South Africa and the planet a better place for the future, not only for the fauna and flora but for the future generations to come.
- As we are on a nature reserve with wild animals, pets are not permitted.

## LAUNDRY

- Laundry bags and price list are located in your room.
- Kindly complete the laundry form and notify our staff who will collect your laundry from your room. Please do not put your laundry bag outside the room.
- There is a washing machine for your personal use, which is charged at R100.00 per load. Please enquire at reception.

## NON-SMOKING POLICY

- In the interest of health and safety, the natural environment, as well as respect for your fellow guests, the lodge observes a strict non-smoking policy. Smoking is not permitted in the rooms or cottages as well as in any common area's.
- Smoking is only permitted in designated smoking area's.



## DRINKING WATER

- The water is perfectly safe to drink and is a combination of borehole and pipeline, it is, however, consumed at your own risk.
- Purified water is provided in the flask in your room.
- Bottled water is available in the Mini-Bar
- Sustainability and conservation of the planet is taken very seriously and therefore, we have hot/cold flasks or glass bottles available for purchase and filled with purified water throughout your stay. Please enquire at reception.
- As we are located in a nature reserve, we are susceptible to power and water outages and as such the water pressure and colour of the water might vary at times. This is perfectly normal.

## MALARIA

- We are situated in a very low risk malaria area but do recommend that you use an insect repellent at night or when going on walks or hiking in the area. It is essential that you consult your doctor or travel clinic in advance of your arrival to ensure that you have taken the necessary precautions.
- For your comfort and well-being, all rooms have mosquito nets over the beds as well as netting covering the windows. A mosquito repellent machine with strips can be located in the drawer of your dressing table.
- Using the air conditioner/ fan provided in your room will assist in keeping mosquitos at bay.
- Please ensure that you turn off all air-conditioning when you leave your room to conserve electricity and our environment.
- Further information can be obtained from the Kruger National Park Malaria Hotline on +27 0 82 234 1800

## HIKING & ACTIVITIES

- A comprehensive list of activities in the immediate area as well as surrounding area is available for your ease of reference.
- Apart from the likes of zebra, wildebeest, various antelope, monkeys, baboons, hippo's and a large variety of beautiful bird species, we also share the reserve with private homeowners. Do not deviate off the main roads or enter any private properties. A map detailing short walks on the reserve is available at reception as well as additional hikes in the area.
- The animals you may encounter in the reserve are wild and are not tame, please do not feed them or attempt to touch them. You are in their natural environment, please respect them and the surrounds.



## GRATUITIES & TIPPING

- Tipping our staff is purely voluntary and should be given at your complete discretion. There is a little giraffe tip box on the reception counter for your convenience. You may also leave a tip on your credit card.

*We often receive enquiries about the tipping protocol in South Africa.*

*Tourism, hospitality and service industries often employ people from previously disadvantaged areas within the local community, many of whom do not earn a large basic salary and therefore rely on gratuity from customers in order to survive and support large families financially.*

At hotels and lodges, a standard 20% of the total bill can be paid on check-out and this is usually distributed among the various staff members including cleaners, waiters, porters, kitchen, and garden staff and in some cases reception and management are included. If you wish to specify a certain tip for a specific department or individual, you are able to hand a marked envelope with cash to reception on check out.

At game reserves, guests may tip rangers and trackers individually – check with management to determine best practice at each establishment.

Airport, train station and hotel porters are given a tip of R5 to R10 per item of luggage, paid directly at the time of checking in or out.

Restaurant tips of 15% – 20% are standard but depend on the level of service received. Some restaurants in South Africa add on a standard service charge to tables with a certain number of diners. If you tip over and above the included gratuity, it is unlikely your error will be pointed out and your tip will be seen as rewarding exceptional service.

Health & beauty – consider a 10% – 15% tip to the stylist or beauty therapist and don't forget to leave something small (R5 – R10) for the person who washed your hair or ask the stylist to split the gratuity between them.

Petrol station attendant tipping – In South Africa, petrol (gas) stations are manned by attendants who will refuel your vehicle, clean your windscreen, and offer to check your oil, water, and tyre pressure. A tip here will depend on how much they do for you. In general, these individuals are very friendly and cheerful and deserve a tip in thanks of service with a smile. It is customary to pay in silver (R2 and R5 coins) at your discretion.

Car guard tipping – You will find that pretty much wherever you park in South Africa there will be a 'car guard' on hand offering to watch your vehicle for you. Give a tip as and when you feel it is warranted.

If you would like your car washed, please ask reception at Blyde River Canyon Lodge the evening before. We do ask you to tip the person who washes the car.



## CHECK OUT

- Check-out time is 10:30am on the day of your departure. Please ensure that you have vacated your room or cottage by this time, in order for our housekeeping staff to prepare for our new guests.
- You are however, more than welcome to stay and enjoy our facilities.
- When vacating your room or cottage, please switch off all lights, air-conditioning and appliances and check that you have not left any personal belongings.
- On departure, please settle your outstanding account and hand in your room key at reception.

*Thank you, Dankie, Ndzi khense ngopfu, Merci, Danke, Grazie,  
Bedankt, Tack*

We hope that you enjoy your stay and make special memories that last a lifetime!

We appreciate your feedback, as this will help us to improve our service.  
Please leave us a message in the Guest Book and let us know about your experience!

We would also appreciate your positive review on Google or Trip Advisor!

*A COLLECTION OF EXTRAORDINARY LIFE EXPERIENCES MADE POSSIBLE BY*

*"The Cape to Canyon Collection"*



The collection includes authentic bushveld lodges, luxury guest houses, self-catering family accommodation and a boutique hotel.

