



## WELCOME

Welcome to **Blyde River Wilderness 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 here!

### *Did you know?*

*Blyde River Canyon is the third largest canyon in the world and the largest 'green canyon' due to its lush subtropical foliage. It has some of the deepest precipitous cliffs of any canyon on the planet. It is the second largest canyon in Africa and is known as one of the great wonders of nature on the continent.*

To make your stay as comfortable as possible, please take a few minutes to read the following important information. If there is any additional info that you need, please don't hesitate to ask at Reception.

### **HEALTH & SAFETY**

#### **In case of emergency**

- 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 reception area.
- In the event of an emergency, please contact management by dialing:
- **+27 (0)15 795 5305, +27 (0)15 793 7404, +27 (0) 72 341 2067 or**
- **Emergency +27 (0)72 477 3485**
- **Gate Security +27 (0)15 793 7411**
- Here is a list of emergency numbers for ease of reference:

Hoedspruit Medical Rescue (All emergencies)	072 170 0864
Ambulance	015 793 1581
Police	015 799 4000
Fire brigade	015 799 2172





## A note on power outages

Your room is equipped with a LED torch, matches and candles can be found in your wardrobe in case of a power cut.

Please take great care when using candles as the thatch is a high fire risk.

We do have a power backup system in place. Please enquire at reception on the loadshedding schedules, we kindly ask that no kettles, toasters, hairdryers, or microwaves be used during the loadshedding schedules as this may cause the battery backup system to run out of power.

Generators are not allowed on the reserve.

## Malaria precautions

We are in a very low risk malaria area but do recommend that you use an insect repellent at night. Please consult your travel doctor regarding malaria prophylactics.

If you would like mosquito repellent, please ask at Reception.

We also have a Mosquito repellent machine with strips available in the drawer of your dressing table.

All windows have mosquito netting.

All rooms are equipped with mosquito nets.

Using the air conditioner/ fan provided in your room will help to keep mosquitos at bay, but please turn this equipment off when you leave your room to conserve electricity and our environment.

## AMENITIES

### Air-conditioning and Heating

Each room is fitted with an individual digital thermostat control for the central air conditioning unit. The temperature and the fan speed can be adjusted to your preferred level.

Your air-conditioning is both cooling and heating – just point the remote at it, flick the arrows up or down to control your environment.

Please close your windows when the unit is turned on.

*Please kindly turn the air conditioner off whenever you leave your room to save electricity.*





## BAR FRIDGE

You will find a bar fridge in your room containing a Mini Bar price List. The cost of any beverages consumed will be added to your room account.

## Netflix is available in the Rooms.

### SERVICES

- Wi-Fi/ Internet connectivity
- Free Wi-Fi is available for your convenience.

The username is bushbaby.

The password is **bushbabyoz**.

## Telephone

Reception can be contacted on 7404 or 7422 in case of an emergency. The phone is in the bedroom of Sunbird.

## Pool

Children under the age of 12 must be supervised by an adult for safety reasons.

Swimming towels are available in the cupboards of each Bedroom.

We ask that you do not use your room towels.

## Walks and Hiking

Please contact reception for a map for a short walk on the reserve.

Please note that we share this reserve with other private homeowners.

Please stay on the roads.

We share the reserve with wild animals, please approach carefully.

We have zebra, wildebeest, various antelope, monkeys, and Baboons.

Please do not try to touch or feed them.

Be aware of Hippos at the river.

Visit Reception to get advice on the best hikes in the area.

**We also offer delicious lunch packs for your hike at a reasonable cost.**





## Laundry

We have an in-house laundry facility, and we are pleased to supply this service daily.

Laundry bags and price list are located in the wardrobe of your room. Kindly fill out the laundry form and notify our staff that will pick up your laundry from your room.

Please do not put your laundry bag outside the room.

There is a washing machine for your use at a R100.00 per load.

Please ask reception to unlock it for you.

## Massages

Please see details of treatments offered at the end of this welcome pack.

## Adaptors

A multi pin adaptor and charger is available in your room, other plugs can be requested from reception for you. If they are not returned, they will be a charge for them. Adaptors can be bought from the lodge.

## Telephones

We do not have phones in the rooms. If you wish to contact the staff during the night, there is a buzzer at the front door.

Otherwise please phone +27 015 795 5305 or +27 (0) 15 793 7404 for assistance.

## Extra Bed/Cot

Available upon request. There will be an additional charge for an extra bed. Only certain rooms can fit an extra bed.

## Food and Drinks

Please don't leave food uncovered in your rooms if the windows are open, as doing so may attract the unwelcome attention of monkeys and baboons (*they are known to be very 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.





## Language

Some of our cleaning and gardening staff do not understand either English or Afrikaans. Please be patient and they will get someone to help you.

## Currency Exchange

Major foreign currencies are exchangeable in Hoedspruit at the *bureau de change*. Please speak to our reception staff for information on how to get there.

## Curios

We do have some curios on sale please ask reception at Blyde River Canyon Lodge for assistance.

## Airport transfers, game drives, tours

Please ask our reception for assistance with these arrangements.

## Drinking Water

The water from the taps is used at your own risk. (We drink it) It is either borehole or pipeline water.

There is water provided in the flask in your room.

We sell bottled water, either in the mini-Bar or please ask our staff to assist.

We take the caring and conservation of the planet very seriously and we therefore have hot/cold flasks or glass bottles available that can be purchased and filled with purified water throughout your stay. Please ask reception for more information.

## Coffee/Tea Tray

There is a Coffee/Tea tray provided, however, if you need anything else, please don't hesitate to ask us.





## DOS AND DON'TS (please....)

### Do:

We hope you enjoy the special comfort of Blyde Canyon Cottages, which we have lovingly decorated for your enjoyment. Please look after our cottages and leave it as you found it.

Pool Towels will be provided for, please do not use bath towels in the pool area.

Please try to recycle any plastics, they can be handed in at reception.

### Don't:

Please don't smoke indoors. You will find ashtrays on the tables outside the bedrooms, as smoking is allowed outside and, on the patio, only. Please be aware of your smoke and the neighboring rooms.

Cigars and Cigarillos can only be smoked out in the open, not near the buildings.

Should you wish to enjoy the braai barbeque facilities, please ensure that the fire has been put out with water to prevent any fire hazards from accruing. Please note that we do not allow any fires during windy days.

**Please don't remove anything from the cottages** (toiletries, books, utensils, towels, and so on). They are there for your enjoyment. On your departure, any missing items will be charged against your credit card, as is standard hospitality policy in South Africa.

**Please don't throw foreign objects down the toilet**, such as sanitary towels, tampons, baby wipes and cotton wool. We run a septic tank, which can get blocked and cause a serious plumbing problem if foreign objects are disposed of in this way.

**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 our future generations to come.





## MEALS

Meals can be provided at BLYDE RIVER CANYON LODGE upon request. Generally, we like to keep things simple and informal. Please let us know if you have any special dietary requirements when you arrive, and we'll do our best to meet your needs.

Breakfast 08:00 – 09:30, served inside when it's chilly or wet and out on the deck on warm, sunny mornings. Breakfast packs can be arranged for early departures.

Dinners (Set Menu) 19:00 (Note: Dinner is an extra cost unless prepaid, and you'll need to book in advance). Please advise if there are any special Dietary requirements and we will do our best to assist. Pre booking is advised.

We also have a light lunch menu and do serve individual courses at dinner on request.

We serve a three-course meal served with salads and fresh homemade breads. If you require something different, please advise in advance. We do not offer Room Service.

## CHECK-OUT TIME & RETURN OF KEYS

Check-out time is 10:30am on the day of your departure. Please ensure that you have vacated by this time so that our housekeeping staff can prepare for our new guests, however, please feel free to make use of our other facilities. Before leaving your cottages, please switch all lights, air-conditioners, and appliances off. Please ensure that you have checked the room that you have not left anything behind.

On departure, please settle your outstanding account at Reception at Blyde River Canyon Lodge and leave your keys at reception. Keys will be charged if not handed in. Please note that the drinks in the Mini Bar must be paid for.







## STAFF GRATUITIES & TIPPING IN GENERAL

### Staff gratuities

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.

### Tipping in general

We get asked by many guests about the tipping protocol. Please see below to assist you.

In South Africa the 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 tips from customers in order to survive 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.

If you wish to specify a certain tip for a specific department or individual, you could hand a marked envelope with cash to the receptionist 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 do check with the manager first. 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 this included charge, it is unlikely your error will be pointed out and your tip will be seen as rewarding exceptional service over and above the basic charge.

Health & beauty tipping – 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 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.

## ATTRACTIONS

Very few of our local attractions hand out brochures. Please ask at reception for assistance with local attractions such as the Blyde Boat Trip, Moholoholo Rehabilitation Centre, and Jessica the Hippo. We also have maps of the local area for sale at Reception which are very informative. A list of activities is provided at the end of the booklet.

## EXPLORE THE PANORAMIC ROUTE

A meanderer's paradise, this famous route boasts mountains, forests, and canyons, including the impressive Blyde River Canyon, which is the world's largest 'green canyon'. A drive through this area reveals spectacular views and sparkling waterfalls.

Places include Lisbon Falls, Berlin Falls, Wonder View, and the Three Rondavels. Stop for a visit at God's Window, where you can explore an indigenous misty forest half a mile above Blyde River Canyon. Bourke's Luck Potholes are also a must-see ... a strange geological formation of giant potholes that mark the beginning of the Blyde River Canyon. You can also experience a slice of South African history with a visit to the quaint town of Pilgrim's Rest, where you can relive the 1873 gold rush in surroundings of unmatched beauty. You can even have a go at panning for gold.





## GET UP CLOSE AND PERSONAL WITH THE BIG 5

Mountains, open savannah, and tropical forests – this place has them all. Kruger National Park is renowned as one of the world's greatest national parks.

An unsurpassed number of wildlife roams freely within almost two million hectares of African bush ... if you're keen to tick an African safari off your bucket list, this is the place to visit.

The Kruger's high density of wild animals includes the Big 5: lions, leopards, rhinos, elephants, and buffaloes. Hundreds of other mammals make their home here. The Kruger is also a birder's paradise, and you're likely to see the Ground Hornbill, Fish Eagle, Vulture, and many other bird species.

## LOCAL INFORMATION

### ATM & PETROL STATIONS

Hoedspruit ATM & Petrol 25kms

Blyde Garage ATM & Petrol 15kms

Forever Swadini 7kms ATM only (sometimes entry to the resort is not permitted)

Car Hire

Budget Car Hire

Avis car Hire

Trophy Car Hire

Supermarkets

Pick & Pay Hoedspruit 25kms.

Spar Hoedspruit 25kms

Local Restaurants

Buck and Berg Bush Pub. 10kms

Sleepers Restaurant Day and evening. 30 kms

Hat & Creek Day and evening. 30kms

Thirsty Giraffe Day and evening. 35 kms

Blue Mountain. 15 kms



## CARING FOR THE ENVIRONMENT

This is a nature reserve, and we are responsible for our own water and waste disposal. Please take care of our pristine environment by *not* placing any foreign objects e.g., sanitary pads, tampons, baby wipes or cotton wool or earbuds down our toilets or drains.

You will receive clean linen on arrival. To protect the environment, however, we don't change towels or sheets every day.

Please turn off lights and appliances when not in use.

Being a nature reserve, power outages and water pressure and quality (colour) may vary considerably. We appreciate your understanding in these matters.

**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 at Reception and let us know about your experience.

We hope to see you again soon!





## 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.

<https://www.capetocanyon.com>

<https://www.blyderiverwildernesslodge> – Hoedspruit, Limpopo

<https://www.blyderivercanyonlodge> – Hoedspruit, Mpumalanga

<https://www.aubergedaniella.co.za> – Franschhoek, Cape Town

<https://www.10villefranche.com> – Franschhoek, Cape Town

