

INFORMATION:

OFFICE HOURS:

SUNDAY - THURSDAY: 7.30 AM – 8 PM
(except long weekends)

FRIDAY - SATURDAY: 7.00 AM – 9 PM
Long Weekends, arrival date 7.00 AM – 9.30PM

RESERVATION HOURS: 7.30am – 7pm
(Monday – Friday)

OFFICE CLOSED:

Monday – Saturday: 1 – 2pm
Sunday: 12.30 – 4pm
(no key deposits will be returned after 12.30pm)

Mpumalanga Trout Country



OUR UNIT FACILITIES INCLUDES THE FOLLOWING:

Linen (**NO TOWELS**)
Crockery & Cutlery
Kitchen Utensils (see a complete inventory list in each unit, available on unit page)
Units are serviced daily except on Sundays, Wednesdays and Departure days.
(Our staff will only wash your dishes after all their units has been serviced,
please ask them if you like them to come back)
WE DO NOT SUPPLY DISH TOWELS

Television for SPORT EVENTS available at the Restaurant/Lapa area – on request only

OUR UNIT FACILITIES EXCLUDES THE FOLLOWING:

Televisions in the units
Internet Access or cell phone reception (reception available at some areas of the farm)

OUR CAMPING FACILITIES INCLUDES THE FOLLOWING:

Bathrooms with hotwater
Washup areas
Fresh water taps in camping area
Electricity points
All grass areas, with shade and without shade
Thatch roof areas at an extra cost
CHECK in from 7am, CHECK out as late as 5pm

OUR CAMPING FACILITIES EXCLUDES THE FOLLOWING:

Kitchen area for cooking
Private Bathrooms

UNIT CHECK IN & CHECK OUT TIMES:

Check in time: after 2pm and before 9.30pm!
NO check ins will be done after 9.30pm without 100% pre-payment + key deposit

Check out time: 10am, late departures must be arranged on arrival, latest 12.30pm.
No key deposit will be returned after 12.30pm
(all linen are removed at 10am on departure day)

PLEASE NOTE: All water used on the farm is fountain water, safe to drink.

PAYMENT TERMS & CONDITIONS:

A deposit of 50% to confirm your reservation.
Full payment must be received on arrival, with a R 200 key deposit per key.
The deposit is applied to the last night's stay and forfeited if guests arrive after the date specified or depart before the final date of reservation.

CANCELLATION & REFUND POLICY:

If cancelled -
0 - 14 days prior to arrival, forfeited 100% deposit
14 - 21 days prior to arrival, forfeit 75% of deposit
21+ days prior to arrival, forfeit 50% of deposit



FOR YOUR INFORMATION – RULES & REGULATIONS:

Mpumalanga Trout Country



UNITS: NO mattresses, linen or furniture is to be removed, moved or taken outside.
No more than the allocated maximum amount of people per unit allowed.
Additional tables and chairs available for hire if you require any, please ask the staff.
Gas heaters can be hired from reception.

CLEANING STAFF: Your outside bin will be cleaned daily.
Unit attendants will clean your unit between 9am – 4pm, they are to clean the bathrooms, wash the floors and make the beds.
They will not wash any dishes; they are only allowed to help with the dishes after all their units have been serviced and cleaned.
No cleaning will be done on Sundays or on the day of your departure.

We kindly request you; please do not give any staff member alcoholic drinks. You are welcome to leave it with management to issue to them on their off days.

ACTIVITIES: Horse Riding (depending on the weather)
Game Drives (depending on the weather)
- all these activities can be booked on the board at the restaurant.
Hiking
Mountain Biking
- please ask management to explain where all the best routes are.
FLYFISHING – Strickly Flyfishing, no bass rods, bait, spinners, lures etc.
(please bring rods, or you can hire in Dullstroom)

FACILITIES: Indoor Heated Swimming pool & Jacuzzi
Restaurant (on request only, or see white board at restaurant)

MUSIC: **NO loud music or noise is allowed, if you do play music, please play it to yourself and not the whole resort. Please respect the other guests regarding noise. Noise do travel further in open spaces. All music must be TURNED OFF at 10pm.**

SWIMMING POOL AREA: NATURAL FOUNTAIN WATER, very little chemicals are used in the pool
NO drinking or eating allowed in the swimming pool area.
Please dress appropriately with proper swim suites.
NO drunk & misbehaving will be tolerated in the pool or resort area.
You will be asked to leave.
Jacuzzi – NO KIDS ALLOWED WITHOUT SUPERVISION!!!!!!

ELECTRICITY: Unfortunately, our electricity is not strong enough to carry certain electrical appliances. We ask you, please do not switch on all appliances at the same time, appliances like ie: kettles, stoves, toasters, etc; consumes a lot of electricity and will cause power failures.
To avoid any problems please use electricity sparingly.
(NO heaters allowed). Thank you

FIREWORKS: NO Fireworks are allowed!!



Mpumalanga Trout Country



FRESH FARM PRODUCE AVAILABLE

(all produce freshly available – when
available)

MEAT

Boerewors @ R 65 per kg

Russians @ R 75 per kg

Cheese Russians @ R 80 per kg

Hamburger Patties @ R 70 per kg

Beef Mince @ R 65 per kg

Whole Lamb @ R 75 per kilo (pre order, 3 days)

Whole Sheep @ R 70 per kilo (pre order, 3 days)

Whole Pork @ R 30 per kilo (pre order, 5 days)

Beef @ R 35 per kilo (pre order, 16 days)



CHICKEN

Eggs @ R 25 per dozen

Chicken Steaks @ +- R 42 per kg (wonderful to braai)

Whole Chickens @ +- R 42 per kg



OTHER

Fresh Home-made Boere Bread @ +- R 45 per loaf (large)

@ +- R 25 per loaf (med)

(order day before, min order of 3 breads before we bake)

Home-made Jams from R 25 per bottle

Home-made Canned Fruit @ R 50 per bottle

- Quavas
- Peaches
- Apricots
- Pears

