



# Shumbalala Game Lodge

## Guest Information guide

Dear Guest,

We are delighted that you have selected Shumbalala Game Lodge for your Safari.

It is the utmost desire of Management and Staff to make your stay as enjoyable, comfortable and memorable as possible.

The following pages contain some information to guide you.

However, should there be anything in any way that we may have overlooked or can assist you with, please feel free to contact your hosts at any time.





## **Check-Out Time**

Please note that our normal check out time is 10:00 a.m. on the day of departure. However, should you wish to extend your stay, kindly contact your duty manager who will endeavor to accommodate your request where possible.

## **Coffee, Tea**

For your convenience, facilities that include a Nespresso machine with a sufficient selection of coffee, hot chocolate and tea pods for self-service. We also offer espresso and cappuccino on request. Please feel free to order this from any of our team members.

## **Feedback Form**

At the end of your stay the Duty Manager will provide you with a Feedback Form for your valuable comments on how we can improve our facilities and/or services. There is also a QR code linked directly to Tripadvisor. Please assist us in placing your reviews to build confidence in our brand. Kindly return this important document with check-out.

## **Credit Cards - Payments**

Visa and Master Cards are accepted. Your payment will be actioned via a link on the internet. All meals, coffee and tea and all Game Drives and Bush Walks as well as local beverages during Game Drives are included in your accommodation. The only extras you are required to settle prior to departure are the excluded drinks, curios, laundry, external transport or excursions and levies or in-room treatments.

## **Gift Shop**

The Shumbalala curios shop, offering some interesting artifacts, as well as a selection of bush clothing, jewelry and books, will be opened from early morning to late night. All items purchased will be added to your check-out account for payment with departure.

## **Dress Code**

In tune with the relaxing bush atmosphere, casual bush apparel is acceptable throughout your stay including meal times. Remember to take warm clothing on game drives, especially during winter as it can become very chilly during late afternoon or early morning. A hat is also essential. We do provide warm jackets in the main lounge in the event that you have not brought sufficient warm clothing. Alternatively, our curios shop also stocks an array of exciting warm sweaters, jackets, hats and the like.



## **Air Conditioning & Overhead fans**

Both overhead fans and air-conditioning are standard in all bedrooms. Air conditioning systems are capable of both cooling and heating. The overhead fan selector switches are located on the wall dividing the rooms with the bathrooms whilst the air-conditioning system is equipped with remote control units located by the bedside. Your duty manager will explain the control of the air-conditioning system via remote control to you.

## **Area Map**

The Thornybush Reserve is situated within 14 000 ha of pristine wilderness, adjacent but open to the Kruger National Park in the Limpopo Province and just over five hours drive from Johannesburg.

A map of the area can be found in the dining area against the wall.

## **Bathing and Showers**

The Shumbalala rooms have been designed with romance at heart, and in particular, much creativity was applied in the design of the bathrooms in eco-sensitivity of the amazing bush. It is for this reason that we offer, in addition to our hand made baths, in-and-outside showers as standard in all rooms. Please feel free to enjoy the bush experience to its full as you have the assurance that all staff are strictly instructed to ensure the utmost privacy. The blind over the bath can be fully retracted to reveal a picture window bathing experience. One word of warning though, - we cannot guarantee that you will not be admired by wild animals!

## **Bush Walks**

In addition to Game Drives, we also offer guests the excitement of walking in the bush accompanied by our Ranger. Should you be interested in a walk, please speak to your Field Guide and he will gladly arrange this whenever possible.

## **Cellular Phones**

Vodacom Cellular reception is normally good. Should you wish to make use of your cell phone, we kindly request that you do so in the privacy of your own room so as not to disturb other Guests. Cellular phones must be placed on airplane mode during game drives or walks as to not disturb the other guests or scare animals while on drive but most importantly this disengages the GPS setting on your phone which could give away the location of endangered species like rhinos to criminal parties.



## **Emergency Evacuation Plan**

Your safety is our utmost concern; therefore please familiarize yourself with the Emergency Evacuation Map on the following page. It is also displayed on the back of the entrance door to your room.

Every room is fitted with a smoke detector that will sound an alarm in case of excessive smoke or fire.

In case of an emergency, please notify your duty manager immediately using the telephone on your bedside table.

Should the telephone lines be out of order, please make use of the blow horn provided.

For room 1,2 & 3 – please assemble on the open garden area marked with a **X** on the map from where a staff member will collect you and escort you to the entrance gate via the safest route.

For room 4 and the Presidential Suite, please proceed directly to the gate entrance as shown on the map.

Children and disabled persons will be attended to first

The fire extinguishers are located behind the lath wall on the side of the chalet. A staff member will assist if necessary.

## **Electricity Supply**

Shumbalala is supplied with 220 volt AC current electricity. In the summer months and in bad weather, power failures are a common occurrence. In South Africa we suffer from load shedding where power is allocated per area at certain times of the day. This should not affect your stay as we are equipped with solar as well as a back-up generator for your convenience. Please keep in mind that we are located far into the bush and any electricity failures beyond our control will be attended to as soon as is practically possible.

Flashlights and candles are to be found in every room. Your duty manager will take the necessary steps to report any power failures. The duty manager will be happy to assist should you require any special adapter plugs.



## **Excursions**

Should you wish to experience more of our beautiful area and the different activities being offered at additional charge, please review the additional document for more information. Excursions need to be booked at least a day in advance and some are weather dependent i.e. hot air balloon or heli flips.

## **Fireplaces**

Fireplaces are standard in all standard suites as well as in the lounge of the Presidential Suite. In wintertime or cold days, fires are lit by staff in your room prior to retiring for the night. Should you not wish this to be done, or if you wish you fire lit at any other time, or require more firewood, please do not hesitate to contact your duty manger who will gladly assist. Kindly refrain from adding too much wood at a time, this is for your safety with regards to fire hazards as well as being conscious of conserving energy and protecting our beautiful environment.

The rooms are fitted with smoke/monoxide detectors that will emit a loud noise if the room is filled with smoke.

## **Game Drives**

We normally offer our guests two game drives per day. The first being in the early morning and (weather permitting) includes coffee/tea in the bush. As the time varies according to the season your ranger will arrange a suitable time for a wake-up call. The mid-afternoon drive is normally after High Tea and usually extends into early evening and includes a sundowner stop with local beverages that is included in your stay.

## **Game Drive Needs and Equipment**

As game drives can often extend for up to four hours, do remember to take along the following: Camera, Binoculars, Dark Glasses, Sufficient warm clothing, Hat or Cap, Sun protection ointment, Mosquito repellent. We provide Jackets, Blankets and Raincoats if needed.

## **In Room Treatments**

We make use of a third party mobile spa service for treatments in the comfort of your room. Please let your host know if you are interested in any treatments. The treatment menu is also available in your folder.



## **Housekeeping**

Rooms are serviced three times daily and our staff is trained to anticipate your every need. Extra toweling and blankets are to be found in your room. However, should there be anything that may be overlooked, or should you require extra blankets, towels or amenities, please do not hesitate to contact your duty manager who will gladly cater for your needs.

## **Indemnity**

You are presently in a Private Nature Reserve and as such are surrounded by wild animals that are potentially harmful and dangerous. Shumbalala and the Thornybush Reserve indemnify you against any loss or injury for any reason whatsoever. In particular we draw your attention to the inherent danger to small children. Please take time to study the indemnity form/s that you have signed upon entry.

## **Internet Access**

All the rooms are Wi-Fi accessible and free of charge. Please note that due to our location and logistics, the signal is limited and unpredictable at times. Please be considerate with your up/downloads as other guests share in the same stream and this will affect the speed of everyone's connection, therefore no streaming or Music downloads are permitted.

## **Laundry**

Although laundry is not a usual facility, we will be happy to oblige in case of any special request and this is a non-inclusive item. A laundry basket and list is located under the basin. Kindly complete the form and leave it together with the bag in your room. We strive to offer same day service where possible. The charges will be added to your check-out account.

## **Library**

Please feel free to make use of our library where you will find many interesting books on our wildlife and cultural heritage. South Africa is a land of splendor that waits to be explored! Playing cards and a number of games are available in the for your enjoyment. Please feel free to make use thereof.



## **Malaria & Mosquito Repellants**

We are situated in a low risk malaria area. Please ensure that you take your prophylaxis as stipulated by your doctor or pharmacist. In particular ensure that you are always protected by the use of anti malaria spray/lotion.

Various forms and brands of mosquito repellents are available in your room and the beds all have mosquito nets. Please feel free to make use thereof.

Remember that the biggest cause of malaria is ignorance!

## **Manager on Duty**

There is a manager on duty at all times and may be contacted by dialing the designated number from your room telephone. Please do not hesitate to inform us should you be in need of anything. Also please call the manager on duty to escort you to or from your room after dark.

## **Medical Care**

Shumbalala is contacted to a Medical response called Africa Safe-t who is available in any emergency including ambulance and airlifting.

Please note that any medical costs incurred at Shumbalala are for your account and medical insurance is of utmost importance

The nearest doctor is in Hoedspruit, which is an hour's drive away.

+27 (0)15 793-0606

We do have a fully stocked medical kit available in case of emergencies. Most of the management staff is trained in basic First Aid and can assist where necessary.

## **Mini Bar**

All rooms are fitted with a mini bar and are located in the cupboard of the Superior Suites at the entrance door and in the dining room of our Presidential Suite. The spirits and wines are a non-inclusive item and the price lists of the items are to be found in the cupboard.

## **Excercise**

Though we do not have a gym in camp, we do have some weights, resistance bands and a yoga matt available. You are most welcome to walk within the parameters of the camp and the main swimming pool may also be utilized for aqua exercises.



## **Reserve Rules**

As we share our beautiful reserve with other landowner, not to mention the wild life, birds and flora, we adhere to a strict code of conduct (please see the additional information on the last page), which will be explained by your Ranger. This includes low noise levels, no littering and, especially when in close proximity of dangerous game species, restricted movement. We specifically request that any small children are to be kept under strict control and must not be allowed to sit on the outer edges of seats on the bush vehicle. Also, children are not allowed on game drives unless accompanied by a responsible adult and may not be taken on bush walks, as this is considered too dangerous. Children under 6 are not allowed on game drives.

## **Security**

The privilege of being in the bush is to be in a secure environment in so far as humans are concerned. However, we are in the wild surrounded by wild and sometimes dangerous animals and this should be born in mind at all times. Please do not wander into the bush at any time unescorted, as this could be extremely dangerous. You will be escorted to and from your room at night by a qualified ranger. Should you require his services at any time whilst in your room, please do not hesitate to call the manger on duty. Please do not wonder outside the camp perimeters.

## **Sliding Doors**

The sliding patio doors to your room have been so designed so as to open as far as possible, providing a real feel of nature within your room. One request: Please remember to close all external doors when leaving your room as we have a number of wild animals such as monkeys and mongoose that simply would love to forage your room for some goodies, causing a lot of damage while doing so!

## **Smoking Policy**

In line with South African legislation, smoking is prohibited in all public facilities. Likewise, we do not permit smoking in the rooms or any under roof areas. Ashtrays are provided – please do not dispose of your cigarette butts elsewhere. This includes the use of e-cigarettes or vapes or any other form of smoking. Hubbly' s are not permitted under any circumstances. We request your kind consideration in this regard.





## **Swimming**

The main swimming pool is available for the enjoyment of all guests. Please feel free to make use of this facility at all times. Please take special note of the depth markings at the pool. In addition, there are private plunge pools in front of each room. Diving is not permitted at any of the pools.

Please refrain from using the white bath towels at the pools, swimming towels are provided at every room and the main pool as well as colourful wrap-around gowns for use at the pools located close to the outside shower of your room.

## **Valuables**

Whilst there is no need for concern, a safe facility for guest's valuables is available in each room's closet. The instructions for use are also available in the closet.

We highly recommend that you make use of the safe to store all valuable as Shumbalala Game Lodge, nor its staff, management or owners can be held liable for any losses or damages.

## **Bar**

Please take special note that you may not supply or use your own alcohol on our premises. We are a fully licensed establishment. Our bar is stocked with the most popular spirits, beers, softs etc.

Heavy corkage fees will be incurred in such a case.

Your host will inform you which bar items are not included but this includes the spirits on the top shelf, mini-bar spirits and cellar wines.

We keep a large variety of spirits that is included as well as local beers, softs and our house wines.

## **Wine Cellar**

Shumbalala is justifiably proud of its unique wine cellar with its picture window facing our active water hole. It is our cellar master's policy to only stock top quality South African wines, most of which have received national and international acclaims and awards, in addition to some French champagne, and has been personally selected for your enjoyment. You will be afforded the opportunity to select your wine in the cellar or even spend a romantic dinner in this amazing place.



## Wildlife Behavior

Seen in Ecological perspective, Eco-Tourism (Human conduct) and the Environment (Animal and Plant Kingdoms) are two organisms that interact in a Symbiotic relationship. Amongst other this Symbiosis can be:

- Parasitic: Where one of the two organisms benefits from the relationship at the expense of the other.
- Mutualistic: Where both organisms benefit from their relationship with one another.

Here at Shumbalala we wish to contribute to sustainable Mutualism by practicing a minimalist approach to our Impact on the Environment and Wildlife.

The following, in brief, is our Field Guide Code of Ethics, which we believe will create a better understanding of our Safari Conduct.

No action we take should ever warrant a Re-Action from any animal.

For example approaching/driving too close to animals causing them to take any evasive action (running, getting up etc) See Appendix 1.

Or get in, view, explain and get out without any negative impact on Nature or Beast.

No Off-Road driving if there is a good chance of viewing animals from the road, even at a later stage. No off-roading is allowed during wet conditions due to the negative impact it has on the bush.

No Indiscriminate Off-Road on:

- Wet Seep lines }
- Duplex Soils } See Appendix 1
- Sodic sites }
- Riparian vegetation }

The resulting impact on these areas is extreme.

No exceeding the speed limit of 30km/h

No littering. Receptacles are available on the vehicle.

The Safari emphasis will be of a Holistic nature (All aspects of the Environment), and not only on the Big Five, as to promote a better understanding of how Natural systems function.

We believe that with the above approach, your experience with us will be a rewarding, exciting and memorable one. We appreciate our guest's cooperation in this approach.



## Appendix 1

### Animal Approach Zones

The following is a brief description of the different "Zones" within the Personal Space of any living creature. (See the diagram below)

**Comfort Zone:** The outer most area or distance from the animal. This is the area where your presence will have no impact on the animal's natural behavior. The animal is comfortable and accepts your presence as a Non-Threatening one.

**Alert Zone:** By entering this area you have violated the required distance and the animal will become alert and regard you as a Potential Threat. The first sign on this violation is usually a seizure of activities and standing still to assess the situation. The next would be to look up at you and turn/walk to get a better view (sometimes even approaching). If you remain still and quiet at this point, chances are good that the animal will return to Normal or it will move off.

**Warning Zone:** Disregarding the previous behavioral signals you enter the Warning Zone where your proximity makes the animal uncomfortable and disturbed. To show this they will respond with warning signals (depending on the species) that may include the following:

- Hissing
- Snarling
- Growling
- Puffing up
- Baring teeth
- Tossing the head
- Flattening the ears
- Breaking branches
- Mock-charging

All of the above are actions to dissuade you from approaching any closer. If you retreat at this point, the animal will usually reciprocate.

**Critical Zone (Attack Zone):** By ignoring even these obvious warning signals and continuing the approach, the animal will increase the intensity of the warnings, escape if a route is available or attack as a last act of self-defense.

As you can see, the chance of being physically attacked by any animal is virtually sub-zero if you only observe their behavior and adapt your conduct accordingly.



## Remember!

The distance for the different zones is not fixed and will fluctuate according to, species, sex, numbers, offspring, health, mood, previous encounters (Conditioning) and present circumstances.

The following is an illustration of the different zones/barriers encountered when approaching any living organism. As you approach the animal, its changing behavior will reflect the respective zones. Observe and Respect them just as you would like the animal to respect your Conform Zone!

**A: Comfort Zone**

**B: Alert Zone**

**C: Warning Zone**

**D: Critical Zone  
(Attack)**



The following is an illustration of the different zones/barriers encountered when approaching any living organism. As you approach the animal, its changing behavior will reflect the respective zones. Observe and Respect them just as you would like the animal to respect your Conform Zone!



## **How can you help to save our Rhinos?**

As you may be aware, the Rhino population in South Africa and other countries is under serious threat of extinction due to heavy poaching which has escalated in the past few years.

According to the International Rhino Foundation there are only 27 000 Rhino's left and poachers are a main reason for the decline in their numbers.

Poachers gather their information on rhino locations from the social media, therefore you, as our guest, can assist this reserve to protect our Rhino's by adhering to the following simple steps:

- Where possible, rather use a camera while on drive instead of your mobile phone
- If not, please switch your mobile phone to "airplane mode" while on drive
- No normal cellular use i.e. calls or social media updates are allowed during game drives
- Switch off the location app on you mobile devise to avoid GPS tracking on photos
- Try to avoid posting photos of rhinos on social media pages advertising where you have been visiting
- Report any suspicious behaviour you might pick up while on drive or at the lodge.
- Report any gunshots you may hear while on drive or in the lodge area.

We appreciate your understanding and assistance.

Please do not hesitate to ask your host if you need any assistance or further information. You are our valued guest and it is our utmost pleasure to serve you.