



THE BASHIE GOLF AND LEISURE LODGE

GUEST GUIDELINES

We welcome you to **The Bashie Lodge** and trust your stay will be an enjoyable one for both you and your fellow guests. The information provided below will assist to make your stay worthwhile as well as to meet your expectations regarding the facilities available. We would also like to ensure that consideration is given to syndicate owners, other residents, cleaning staff, Highland Gate staff and golfers.

Activities

Activities include golf, fly fishing, birding, hiking, bike riding, tennis or just chilling with a good book.

Air Conditioners

Each of the bedrooms is equipped with an air conditioner for your comfort. Please ensure to turn it off when you are not occupying the room. A remote can be found in each of the bedrooms.

Arrival

Earliest arrival time is 2:00 pm on the day of your booking.

Bed Rooms

Each room sleeps two guests. To cater for most requirements a room has two $\frac{3}{4}$ beds that can be separated or pushed together depending on your needs. All rooms have an en-suite bathroom/shower. Bedding, towels and bathroom condiments are provided.

Breakages

Guests will be liable for breakages or items that go missing. The policy is that if items of a minor nature for example, glasses, plates, cups, saucers etc, are broken or go missing, then a flat charge is made at R75/item. This applies only to less expensive items. All expensive items, which include tables, chairs, TV and the like will be charged at cost plus a 20% buying/handling fee.

We request guests to assist in the implementation of this policy by informing your Host of the breakage so that broken or missing items can be replaced and / or repaired so that future guests can enjoy all the facilities.

Catering

The Lodge is self-catering. As the closest shops are 14km away, in Dullstroom, you will need to ensure you bring the things you need for your stay. Don't forget charcoal, fire lighters, matches and mosquito spray. Some items can be purchased from the HG club house. Dullstroom has several superb restaurants, pre-booking a table is advised. The Highland Gate club house serves great meals, but dinner is only available on Fridays and Saturdays and the kitchen closes at 8pm. Tea, coffee, milk and sugar is provided free of charge for your enjoyment.

Cell Phones/WIFI

Cell phone signal is patchy, depending on your service provider. There is WIFI available at the club house. Ask the staff for the code.

Cleaning

The Bashie is serviced and cleaned every day except Sundays. This entails cleaning the Lodge and patio, washing dishes and glasses, making beds and a general tidy up. It does not include washing of personal clothes and equipment. If there are any issues, please contact Nonto directly. See contact list.

Contact Details

Your Host: Ronelle Terre 'Blanche: Cell: +27(0) 72 362 4308
Cleaning: Nontokoze Malese (Nontoh): Cell: +27 (0) 839410808 or email: nontoh00@gmail.com
HG Security: +27 (0) 794002097
HG Estate Manager: Matt Gibbon: Cell: +27 (0) 83 456 6717
HG Golf Bookings: +27 (0) 82 652 0793 or email: golfbookings@highlandgate.co.za

Departures

Check out time is 10am on the date of your departure. However, once you have dropped of the keys at security, you are welcome to enjoy the facilities of the Highland Gate club house for the remainder of the day. Please remember to bring all the outside cushions from the patio into the house before you depart.

Doctor

In case of illness, the nearest doctor is in Dullstroom, however in the case of an emergency please contact Highland Gate security staff at the main gate.

Driving in the Estate

Please stick to the designated roads and speed limits. Please be aware of golf cart crossings and children playing in the area.

DSTV

For the sports and soap opera lovers, the full bouquet of DSTV channels are available. Enjoy...

Emergencies:

Please contact Highland Gate security staff at the main gate.

Extending your stay

Any special requirement for an extended stay outside of the normal arrival and departure times must be authorised with the Lodge Host. You will also be advised of the cost thereof.

Facilities

Facilities provided are: A fully equipped kitchen, crockery and cutlery for 10 people, a dishwasher, gas stove fridge, micro-wave, 50-inch TV, DSTV, braai facilities, bar and bar fridge and a wonderful central fireplace for those chilly nights. Bed linen and bathroom towels are also provided.

Fire Precautions

Unfortunately, open fires are not allowed on the estate. This is due the high risk of runaway fires in the area, especially in the dry months. Please use the facilities provided if you want a fire.

Fire-fighting

In the case of fire please take reasonable steps to extinguish the fire If unsuccessful or in the case of property damage please contact the estate security immediately. A fire extinguisher can be found in the kitchen.

Firewood

A limited amount of fire wood has been provided free of charge. To keep it that way, please be reasonable in the usage of the fire wood. Additional firewood is stored at the back of the garage. In the event you run out of wood please contact Nontoh during working hours to arrange a top up.

Fireplace

Please only use wood and fire lighters in the inside fire place. Coal or charcoal will damage the fire place. Please read the instructions as to how to use the fireplace if unsure.

Furniture

Only the best has been provided to make your stay as comfortable as possible. Please treat the furniture as if it is your own. Please take special care when bringing food, liquids and hot utensils near or onto the furniture and tables. Please use coasters and table mats provided. Outside cushions should be brought back into the lodge when not being used, every night and before checking out.

Garage Door Remote

The remote for the garage can be found (along with a spare front door key) in the right-hand TV cabinet draw. NB. Please replace it before you leave.

Golf

T-off times can be arranged through the Highland Gate club, see contact details. To avoid disappointment, it is advisable to pre-book. Golf carts can be hired from the Club.

Guest Numbers

The maximum party size per Lodge is 8 guests – including children. Please be aware that no facilities for babies have been provided.

Health Matters

Highland Gate is situated in a malaria-free area therefore no anti-malaria precautions are required. While walking in the veld please be wary of ticks and snakes.

Heating/Fans

The lodge has been built and equipped with state-of-the-art insulation, (double glazing and roof/wall insulation) for your comfort. The Lodge will be cool in summer and warm in winter. In addition, the lounge has two overhead fans for warm days and a (best in-class) fireplace for those cold winter nights. Each room has an air conditioner for your comfort. Again, please ensure fans and air conditioners are turned off when not in use.

Housekeeping

The Lodge will be cleaned once a day. Towels and bedding will be provided for your stay. If additional towels or bedding are required, please contact Nontoh. Please don't help yourself to the items in the storeroom as this may compromise the next visitors to the Bashie.

Keys

During working hours, the Lodge front door key can be collected from Ronelle at the main club house or from security at the gate if you are arriving after hours. On departure, after checking that the patio and back doors are locked (leave these keys in the doors) then please lock the front door, make sure the garage door and all windows are closed. Drop off the front door key at security. A spare front door key can be found, (along with remote for the garage), in the right-hand TV cabinet draw. NB. Please replace it before you leave.

Ice

Ice can be purchased from the club house.

Late arrivals

Please communicate with Ronel if you will be arriving outside working hours so that an arrangement can be made to pick up the keys at the gate.

Lodge Supplies

The following supplies and provisions can be expected at the Lodge:

- Toilet paper;
- Bathroom condiments (soap, shampoo and hand cream)
- Dish washing liquid and cleaning materials;
- Basic condiments (salt, pepper);
- Tea and instant coffee;
- Sugar and limited milk for tea and coffee

Any other supplies that you may require will need to be brought with you for your stay.

Pets

No pets.

Restaurants

Dullstroom has several superb restaurants, pre-booking a table is advised. The Highland Gate club house serves great meals, but dinner is only available on Fridays and Saturdays and the kitchen closes at 8pm.

Security

Highland Gate is in a secure estate that is patrolled regular by security staff and is deemed to be a safe area. By using your common sense, you should be very secure during your stay. However, please lock doors on leaving the Lodge (or on retiring for the night). There are wild baboons in the area and they can cause havoc if they happen to get trapped inside the Lodge. Please contact the estate security if for whatever reason you don't feel safe. They will come to your assistance.

Smoking

No Smoking. In line with the changes in legislation, the Lodge (including the veranda) has been designated a no smoking zone. If you do smoke, please smoke at least 10m away from the lodge and please take your cigarette butts with you.

Standard Equipment

The Lodge is fully equipped with bedding, towels, pillows, crockery and cutlery and basic kitchen utensils. Any queries or requests please contact Ronelle or Nontoh.

Store room

The store room is for cleaning staff and shareholders use only.

Tipping Policy

Tipping of cleaning staff is optional. If you believe you have received good service, then a tip would be appreciated.

Towels

A set of towels will be provided for your stay. Please use the grey towels provided when removing makeup. Please do not clean your golf equipment with the towels. Ask the cleaning staff for a rag.

Valuables

The Bashie Lodge cannot be held responsible for valuables left in the Lodge. Please close windows, patio doors and lock the Lodge if you are not there. .

Veranda

This is a great place for a sundowner after a good game of golf. Please ensure that all furniture cushions are brought back in to the Lodge when not in use, as rain storms can come up quickly and the rain will damage the cushions. Please ensure the veranda doors are closed and locked when leaving the Lodge or retiring for the night.

Enjoy!