



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.

Air Conditioning

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 to the Kruger National Park in the Limpopo Province and just over five hours drive from Johannesburg.

Please find a map of the area at the back of the folder to familiarize yourself with your location.

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 Ranger and he will gladly arrange this whenever possible. Please note that we do have Pepper Ticks and the necessary precautions should be taken to avoid the possibility of getting Tic Bite Fever.

Cellular Phones

Vodacom Cellular reception is very 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. No 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.

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.

Comment Form

At the end of your stay the Duty Manager will provide you with a Comment Sheet for your valuable comments on how we can improve our facilities and/or services. 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 drinks, curios, telephone, laundry, external transport or excursions and levies.

Curios

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

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  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. However, we are equipped with a back-up generator for your convenience. To ensure a peaceful nights rest the generator will be switched off. The duty manager will communicate the restriction times to you. Should this occur during your stay, your patience will be greatly appreciated. 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 turn to the back of your folder for more information.

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.

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.

Games and Playing Cards

Playing cards and a number of games are available in the Shumbalala library cupboard for your enjoyment. Please feel free to make use thereof.

Gratuities

Please take note gratuities (and the amount thereof should you wish to contribute) is solely at your discretion - it is not expected by the staff.

If you wish to reward staff, tipping should be related to the quality of service experienced by you during your stay.

*For tipping purposes, there are two categories of staff –
Camp staff and the Ranger/Tracker team who hosted during your stay.*

Due to regular requests by guests to provide them with a guideline should they wish to tip we are happy to provide the following as a basic guideline:

Ranger: R100-R200 per room per day,

Tracker: R50-R100 per room per day

Camp Staff: R200 per room per day.

Should you wish to contribute to the gratuities, you are welcome to add this to your final account with departure.

Our team appreciates and value any gratuities provided as you see fit if any at all.

Hairdryers

Hairdryers are to be found in the bedside drawers or built in cupboards in all rooms.

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. A laundry bag and list is located in your closet. Kindly complete the form and leave it together with the bag in your room. We strive to offer same day service where possible.

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!

Lighting

Most lighting in your room are capable of being dimmed to a softer light by depressing (depress again to increasing the light). The light switches are marked.

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, mosquito mats (to be inserted into the mosquito mat vaporizer, turning it on), as well as other insects repellents are provided in the bathroom racks in your room. 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.

Meal Times

Meal Times differ with half an hour from Winter to Summer times. The approximate times are as follows:

Brunch is served at 10:00 while High Tea is served at 15:30, followed by Dinner at 20:00. Snacks and beverages will be supplied during Game Drives as well.

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. Price lists of items are to be found in the cupboard.

Porter

Your luggage will be collected at your room prior to your departure. Kindly arrange with your duty manager.

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 manager on duty.

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 wisps or any other form of smoking. 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 is a plunge pool covered by a retractable deck that opens up by remote control at the Presidential Suite for the exclusive enjoyment of Presidential Suite occupants.

Swimming pool Towels

Pool towels are available at the pool. Kindly do not use the room towels for this purpose. Additional towels for the bathroom and the swimming pool are available on request.

Telephone Calls

Telephone facilities are available in all the rooms for the use of internal and service calls. Kindly make use of your cellular device for any external calls.

Transfers

Eastgate Airport, approximately forty minutes' drive from Thornybush Main Lodge, is the main airport used in the area. Should you require transport to or from the airport at an additional charge, please notify your duty manager. In addition, a tarred airstrip is situated at the Main Thornybush Lodge from where chartered flights may be undertaken. We would be more than happy to confirm your flight details or make any transfer bookings you require.

Typical Day

A typical day in the bush starts off at around 5:30 am with a wakeup call by your ranger after which follows early morning tea/coffee before you set off on your game adventure for the day.

An informative and professional game drive is interrupted by a stop-over in the bush for tea or coffee with a light snack and return back to camp at around 9:30 am to freshen up. This is followed by a sumptuous brunch and then a possible bush walk. You then have time to rest or relax before High Tea served at around 3:30pm with a selection salty and sweet treats. Following directly thereafter you are off to an afternoon & evening game drive adventure with again a stop-over in the bush for sundowners.

You return after dark to be welcomed with a sherry at the lodge at around 7:30 pm to freshen up for Dinner.

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.

Water Supply

Our water supply is from our own borehole and is entirely safe to drink. However, we do provide mineral water in all the bedrooms and in the Mini Bars of all the Suites for your enjoyment.

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 may be incurred in such a case.

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.

1. *No action we take should ever warrant a Re-Action from any animal.
E.g. Approaching/driving too close to animals causing them to take any evasive action (running, getting up etc) See Appendix 1.
I.e. Get in, view, explain and get out without any negative impact on Nature or Beast.*
2. *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 the negative impact it has on the bush.*
3. *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.
4. *No exceeding the speed limit of 30km/h*
5. *No littering. Receptacles are available on the vehicle.*
6. *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)

A: 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.*

B: 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.*

C: 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.

D: 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.*

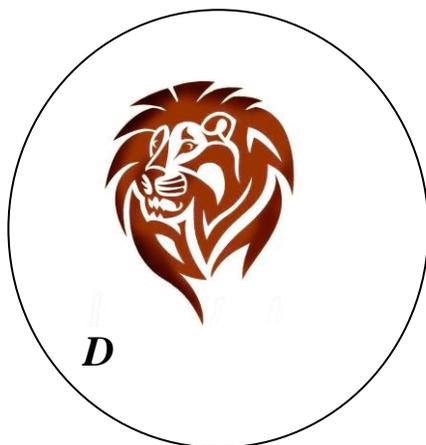
The following is an illustration of the different zones/barriers encountered when approaching any living organism. As you approach the animal, its changing behavior will reflect the respective zones. Observe and Respect them just as you would like the animal to respect your Conform Zone!

- A. **Comfort Zone**
- B. **Alert Zone**
- C. **Warning Zone**
- D. **Critical Zone (Attack)**

A

B

C



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.

During 2014, in South Africa alone a staggering 1,215 rhinos were killed by poachers - that's one every eight hours!

This has escalated from a mere 13 in 2007!

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.

