

# FAQ

We have tried to answer your Frequently Asked Questions below...

## **What time can we check -in and what time is check-out?**

Check in is strictly from 14h00 onwards on the day of arrival and 10h00 on the day of departure. A later check-out can be arranged but is unfortunately not a guarantee. Please discuss your requirements prior to arrival.

## **How do we check-in?**

Due to the COVID19 pandemic we have reverted to our “self-check-in” procedures to ensure safe social distancing between staff and guests.

- All guest check-in and registration will be done online prior to arrival.
- Your accommodation needs to be settled in full prior to arrival either via EFT or card payment link
- Guests should make their way directly to their accommodation and make themselves at home. Know which unit you are staying in and have the gate access code at hand for the main entrance of the reserve. This will be sent on email 48 – 72 hours prior to arrival.
- Please pre-order your essentials such as wood, ice & firelighters for delivery prior to your arrival.

## **How far is the nearest town?**

We are situated 15km from Robertson in the ward called Klaasvoogds West.

## **Where is the nearest shopping centre and pharmacy?**

There are several supermarkets to choose from in Robertson: Checkers, Spar and Pick ‘n Pay. There is a pharmacy in Church Street and a Clicks pharmacy.

## **Can we bring our dog along?**

No, unfortunately visiting pets are NOT allowed on the nature reserve! Pets that arrive “unannounced” will regrettably need to board overnight at a local kennel at the guest’s expense.

## **Is there cell phone reception and Wi-Fi?**

Due to the mountain range our reserve has very limited mobile phone reception with poor connectivity. That said, we have installed an extensive Wi-Fi network which is freely available to all guests with most of the common areas being well covered and the best speed & connection is around our reception area, and most of the accommodation has free Wi-Fi too.

## **Do we need a 4x4 to get to the nature reserve?**

No. Most of the road in Klaasvoogds West has now been tarred. There is approximately 5 kilometres of dirt road to get to the cottages, and although bumpy in places, this is accessible in an ordinary sedan or hatchback vehicle.

**What do we need to bring along?**

Depending on whether you have booked a standard or exclusive self-catering cottage, different items are offered. All cottages & tents offer dishwashing liquid, black bags, toilet paper, and complimentary soap.

**What fishing is available?**

The dam is stocked with large-mouth and small-mouth bass and we encourage guests to bring their own fishing equipment, lures, and rods. Fly-fishing is also popular. Fishing is catch and release only.

**Is there a restaurant onsite?**

There is unfortunately no restaurant on site. We are primarily a self-catering establishment.

We do however offer meal baskets delivered to your accommodation for those who would like to have the convenience of keeping shopping to a minimum

- **'COOK YOUR OWN' BREAKFAST BASKET** – R150 per person
- **'BRAAI BASKET'** – R195 per person

\*We can arrange catering for group bookings functions and events. Please enquire with us when making your reservation. We have a group of local service providers who are happy to be of service.