

FAQ

Here we have tried to answer your most Frequently Asked Questions ...

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 if there are no new guests checking in, but this is unfortunately not a guarantee as we are open to last minute bookings. Please discuss your requirements before arrival.

How do we check-in?

- Guests should check in at reception on arrival and collect the keys during office hours. If you are arriving after hours, please let us know. After-hours check-in can be arranged, so long as you 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 24 – 72 hours prior to arrival.
- Please pre-order your essentials such as wood, ice & firelighters for delivery before 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 near Spar.

Can we bring our dog / cat / pet along?

No, we are a nature reserve and unfortunately visiting pets are NOT allowed on the 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?

We have cell phone coverage with Vodacom as well as free Wi-Fi across the property.

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 3 kilometres of dirt gravel road to get to the cottages, and although it can be bumpy in places especially after heavy rains, the road is quite accessible in an ordinary vehicle driven carefully.

Is there wood / firelighters / charcoal / ice at the accommodation?

No, we no longer provide wood or firelighters at our accommodation, however we have a Farm Shop onsite operating during normal business hours which sells wood, charcoal, kindling, ice, firelighters, and much more. By pre-ordering timeously, the day before your arrival, we can conveniently have any items delivered to your unit & ready for your arrival.

Is the mountain water drinkable?

Yes, although not treated or sterilized, we do drink the water ourselves since it is extracted from the stream high in the mountains above all other properties. The fresh mountain water originates in our mountains high above us and is therefore pure and natural mountain water. That said, despite it undergoing a rough filtration, it can become turbid after heavy rains. If in doubt, boil the water or purchase bottled water from our Farm Shop.

What do we need to bring along?

We would always recommend a torch, hat, sunscreen, swimming towel, sunglasses, comfortable shoes, insect repellent, personal belongings & amenities. Then, depending on whether you have booked a standard or exclusive self-catering cottage or a tent, different items are offered in each respective accommodation. That said, all units & tents offer everything you need for a self-catering stay with equipped kitchens, dishwashing liquid, black bags, toilet paper, and complimentary soap, as well as all bedding & linen & bathroom towels (no pool towels are provided).

What about load-shedding?

All our Pat Busch units & Farmhouse Erika have been converted to gas geysers & gas stoves, all units have gas ovens except Erika which has an electric oven. Backup solar power has been installed throughout and it keeps most appliances operational except for air conditioners, and Erika's dishwasher & electric oven will not operate during load shedding (but the braai & potjies do). With considerate & conscientious use, the backup power will see our guests through the worst load shedding – however please use electricity sparingly otherwise the backup batteries may run flat. The Africamps tents on the other hand, have much smaller backup power solutions which will keep all the lights on in the tent for a few hours, and the hot water running, but no plug points in the tents will be working during load shedding.

What about rubbish & recycling?

Our guest cottages do have two recycling bins clearly marked, and we ask guests to sort items into recyclable waste which can be co-mingled into the clear bin bags (metal, plastic, glass & paper), and other ordinary rubbish which cannot be recycled and goes into the black bin bags.

Do your loos use septic tanks?

Yes – all our loos work on natural bio-septic tanks, and we ask that only natural waste & loo paper be disposed of in the toilets so that it can break-down naturally over time. Anything else could cause a blockage in the system, so please dispose of anything unnatural (cotton wool, string, earbuds, pads, etc.) in the small paper bags & bins provided in the bathrooms.

What fishing is available?

The dam is stocked with large-mouth bass and several species of Kurper / Tilapia, we encourage guests to bring their own fishing equipment, lures, and rods since we don't have any for rent. Fly-fishing is also popular. Fishing is catch and release only, and please make sure to remove all your hooks & line from the dam since it is a danger to other guests, and to the wildlife.

Do you allow camping?

Unfortunately, we are not rezoned for camping and therefore do not allow regular camping, however if you have block booked the entire reserve exclusively for an event, then with consultation we do allow additional camping onsite.

What animals do you have on the reserve?

Although shy & rarely seen, we do share our mountain nature reserve with a range of wildlife such as Bushbuck, Fallow Deer (not indigenous), the occasional Kudu, Duiker, Grysbok, Klipspringer, Bush pigs, Leopard, Lynx, Genet, mongoose, otters, porcupines, and over 100 species of birds, to name but a few. We have rarely seen any baboons or monkeys in the area, so they are not a concern. Should you come across a snake when walking or hiking in the mountains, please stop and gently back away to give it space to move away from you. Do not attempt to pick up the snake, poke it or move it. It is always the safest option to leave a snake, or any wildlife for that matter, alone.

What plants do you have on the reserve?

The reserve is home to a variety of shrubs, trees & ferns along the streams and in the deep kloofs, with Cedar Trees high in the mountains, as well as a large variety of Fynbos & Protea species. The rare Vexatorella Latebrosa (aka Robertson Vexator) was previously considered extinct, but after a veldfire this Protea was rediscovered and now only occurs naturally in the wild on our mountain reserve. The precise location is kept a secret and plants are monitored & counted each season.

Do you have TVs in the units?

We are a nature reserve and believe guests visit us to enjoy the peace & quiet of nature, so our units do not have TVs, but guests can bring their own devices. Our Farmhouse Erika does however have a smart TV, since this big Farmhouse is frequently booked by large family groups. We do have Vodacom reception, and Wi-Fi across the property, so you are welcome to stream onto your own device.

Do you allow Day Visitors?

We do not allow day visitors onsite since we generally always have overnight guests on the property who take priority and therefore enjoy full access to the reserve & mountain dams.

Is there a restaurant onsite?

There is unfortunately no restaurant on site since we are primarily a self-catering establishment, however our Farm Shop is stocked with various items including frozen braai meat, sausages, rooserkoek, as well pastas, etc. in the event that you forgot to pack your own. There are also numerous restaurants in our valley just down the road, and we do offer amazing meal baskets delivered to your accommodation for those who would like to have the convenience of keeping shopping to a minimum! (Please note that we require at least 24 hours' notice to prepare baskets)

- **'COOK YOUR OWN' BREAKFAST BASKET** – from R165 per person.
- **'COOK YOUR OWN' BRAAI BASKET** – from R225 per person.
- **GOURMET PICNIC BASKETS FOR 2 OR MORE** – please enquire well in advance.

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