



GENERAL INFORMATION FOR GUESTS

RECEPTION

Check in: 14h00 - 19h00 Early/late check-in by prior arrangement only.

Check out: 10h30 - late check out by prior arrangement only.

Please note we are located in a remote area in the bush approximately 5 hours drive from Johannesburg and travelling time to the lodge can be lengthy so preparation for a long trip is required in order to arrive before 19h00. We are a bush-lodge and not a 24 hour city hotel with a permanent reception. Early or late check-ins / check-outs without prior notice may incur a supplementary charge.

MEALS

Please note that dinner and breakfast are served at a communal table unless we receive instructions from you that you would prefer to be seated in your group or family.

Breakfast: is served from 07h00 to 09h00 unless returning from a morning walk when it will be served upon your return. Breakfast is a combination of fruits, cereals, yoghurts and juice and a variety of traditional breakfast dishes cooked to order. Should you require an early breakfast we will prepare a packed breakfast; **please notify us in advance.**

Lunch: is served from 12h00 to 14h30. We have a simple light lunch menu to select from. Lunch is available only with prior notice; preferably the evening before or at breakfast.

Dinner: Dinner is served 19h00 - 19h30 and will be announced by the beat of drums. If you are returning from a Sunset drive it will be served on your return at approximately 20h30 or on a night drive when it will be served at 18h00 before your departure for the night drive. Dinner is a set 3 course menu consisting of; a starter, main and dessert. Prior notice of likes and dislikes (on the form sent to you) will greatly assist us in serving you a delicious meal.

WE DO CATER FOR SPECIAL NEEDS BUT IN ORDER TO MAKE YOU A DISTINCTIVE MEAL PRIOR NOTICE OF YOUR DIETARY REQUIREMENTS / PREFERENCE IS ESSENTIAL. PLEASE SEE ATTACHED FORM.

ROOMS

We have both double and twin suites. Doubles are equipped with a king-size extra length bed and twins have two side by side single beds. Please check with us and specify your requirements accordingly.

WHAT TO BRING

The summer months (October to April) are hot and often balmy. Light cotton clothing is recommended, a good sun hat and sun screen (lotion) are also a must. Summer is our rainy season so a light rain jacket is very useful.

Winters are warm and mild, although visitors going on game drives, morning walks & night-drives will require warm clothing. Good walking shoes are also a must if doing a morning walk.

Clothing for safaris should be natural non-bright colours and is essential on morning walks.

Don't forget your camera's and battery chargers. All rooms have double adapters that allow for two-pin plugs and a USB adapter.

WEATHER

Dry season - *May to September – Winter*

There is virtually no rainfall during the whole winter and humidity is very low. Animals are attracted to permanent water sources as water becomes scarce in the bush.

May - This is a transitional month and marks the end of summer. Temperatures are cooling down to typically 12°C/54°F in the morning and 27°C/81°F in the afternoon.

June, July & August - Morning game drives in open vehicles will be cold, so it's advised to pack warm winter clothing. The average morning temperature is 9°C/48°F. Afternoons will be pleasant with temperatures around 26°C/79°F and cloudless skies.

September - The heat gradually builds to about 29°C/84°F in the afternoons and the first rains bring relief from very dry conditions. Mornings are less cold with temperatures around 14°C/57°F.

Wet seasons - *October to April – Summer*

It can be uncomfortably hot and humid in summer. Peak temperatures frequently reach well over 40°C/104°F, but average daytime temperatures go up to 32°C/90°F with high humidity. It seldom rains all day, but the pattern is afternoon storms.

October & November - It gets warmer and starts to rain more often, mostly in the afternoons. Temperatures are between 18°C/64°F in the morning and 31°C/88°F in the afternoon.

December, January & February - These are the wettest and hottest months, characterized by torrential downpours in the afternoon and high humidity. Afternoon temperatures are usually around 32°C/90°F but can soar up to an unbearable 40°C/104°F.

March & April - Rainfall will decrease and it slowly gets colder. This continues in April, which has lovely clear weather and few clouds. The nights get a bit colder but are still pleasant at about 16°C/61°F. Daytime temperatures are around 30°C/86°F and humidity drops in April, making this a very pleasant month.

MALARIA

We are located in a malaria area and prevention is better than cure so please visit your doctor to ask for his recommendation on malaria prophylaxis. The risk is greater in the summer months.

TRANSFERS

We will arrange collections and transfers for you from local airports and bus-stops but prior notice is essential. Please note that if you are making use of our collections and transfers you must book your flights

and itinerary to correspond with our check-in / check-out times or additional charges may be incurred. No collections or drop offs before 09h00 or after 17h00.

ACTIVITIES

Game drives, morning walks, sunset drives and tours to Swaziland, Mozambique and the Panorama route are all available at Needles. If you have not received the list of activities please send us a reminder. Advance reservation, preferably 3 weeks, of activities is essential.

KRUGER PARK SELF DRIVES

Please be aware that the Kruger National Park is extremely busy over South African Long weekends and Public holidays. We recommend pre-booking of your daily entries. This can be done by following the link to the SANPARKS website. <http://www.sanparks.co.za/tourism/reservations/day-visitors.php>

Wi-Fi

We have free Wi-Fi available to all guests. You will receive your username and password at check-in.

ALCOHOL & REFRESHMENTS

Filter coffee and tea is free with breakfast & dinner, espresso and cappuccinos are charged. Rooms are equipped with a kettle, tea & coffee, cookies and free bottled water. Alcoholic beverages and soft drinks are not included in the accommodation price. We have a fully stocked & licensed bar and in accordance with the South African liquor act it is not permitted to bring your own alcohol onto the premises.

RENTAL VEHICLES TRAVELLING THROUGH SWAZILAND OR INTO MOZAMBIQUE

If you will be travelling with rental vehicle please take note that you require a letter from the rental company authorising you to take the vehicle across or into other countries besides South Africa. You must request this in advance and ensure they issue you with the letter when collecting the vehicle.

Traveling safely in South Africa

Your enjoyment and safety is of utmost importance to us so please watch our video on tips on how to travel safe when on holiday in South Africa: <https://www.needleslodge.com/blog/post/12-tips-on-how-to-stay-safe-when-you-travel-in-sou/>

If you are self-driving please note that in recent times, the number of reports relating to incidents of corruption, extortion and intimidation of tourists by traffic officials has escalated significantly. International self-drive tourists are easy targets because they are easy to spot. They are usually driving a small, rental car with the registration plates of another province, hugging the inside yellow line of the road at slow speeds.

PLEASE NOTE that it is illegal to pay cash to any traffic officer or any other official on the roadside. If you break the law insist on receiving the fine. Do not let them intimidate you by saying you will have to drive 100 kms in the opposite direction etc. Take down the name of the official and if possible film the incident.

Cancellation Terms

Cancellations 0 to 7 days prior forfeit 100% of the total amount.

Cancellations 8 to 14 days prior forfeit 75% of the total amount.

Cancellations 15 to 21 days prior forfeit 50% of the total amount.

Cancellations 22 to 28 days prior forfeit 25% of the total amount.

No shows / non arrival - 100% of room charge.