



## HOUSE RULES

### ENTRANCE/EXIT

- Check-in time is between 14:00 and 20:00. If you intend to arrive later please warn us on +27 73 88 11 334 or +27 63 78 79 779 (call or WhatsApp).
- When you arrive at our entrance gate, give us a call on aforementioned numbers and we will open the gate for you.
- When checking in you will receive the key to the door of your cottage, as well as a remote for the gate, so from that point on you can enter and leave our farm at any moment of the day. If you lose the keys set, you will be charged to replace the keys + gate remote.
- We regret; no pets allowed. Kruger Cliffs will escort you off of the property if you break this rule and will not reimburse the payment made for your booking.
- Only the amount of paying customers you booked for are allowed. Again; Kruger Cliffs reserves the right to escort you off of the property if you break this rule and you will be charged our rate per person per night for any additional guests that entered our property/used our accommodation.
- Check-out time is 10:00 at the latest. Check-out procedure: please bring your keys to the reception when you are ready to check-out. A cottage check will be performed before you leave.

### CATERING

- Breakfast, snack platter, braai pack delivery time; to be decided the evening before.
- Only available pre-ordered and pre-paid. At least 3 days prior to arrival.

### PRIVACY

- Please respect everyone's privacy. Walking is only allowed between your parking space and your accommodation. Drive only on the road between the gate and your accommodation.
- All come here to enjoy the sights & sounds of nature. If you want to play music, use earphones.
- We guarantee 100% privacy in your cottage as well as on your deck. Should we need to divert from this rule (to do bush clearing, to repair a pool pump, etc) then we will warn you beforehand, and if it's not urgent (like extinguishing a bush fire) we will wait for your approval.

## SAFETY

- No smoking inside the cottages. Do not throw cigarette butts off your terrace! Our lodge is in a fire-sensitive area. Please familiarise yourself with the location of your fire extinguisher and the fire hoses. Do not tamper with the smoke alarms.
- Do not leave your children unattended in or around the pool. Kruger Cliffs cannot be held liable for any injuries or loss of life.
- Do not walk on the outer pool rim. Do not jump into the pool.
- When leaving your room, please lock all doors and windows. Keep your valuables with you. Kruger Cliffs cannot be held liable for any loss.
- The metal sliding gates are not installed as an extra safety feature, but rather to lock up the cottages when not in use. However, feel free to use them to your advantage. For example; to sleep with the windows open, or to keep the monkeys out.
- Please do not use your MegaMaster braai/BBQ when it is very windy. Our lodge is in a fire-sensitive area.

## CLEANING SERVICES

- If your stay is longer than three or four days, our cleaning lady will come and clean your cottage and replace linen and towels.
- Should you require clean towels sooner than that, give us a call or WhatsApp us (+27 73 88 11 334 or +27 63 78 79 779). We will get what you need to you asap.
- By default, our cleaning lady will not disturb you as there's no daily cleaning of your cottage. However, should you desire that your bed is made up while you are out, simply notify us as you leave your cottage.
- The same goes for cleaning your pool; it is cleaned before your arrival, and every 3 to 4 days after that. Having a pool in the bush means some leaves will fall into your pool from time to time. Your pool pump will run automatically and take care of fallen leaves. However, should some leaves remain, feel free to clean the pool manually - there is a net on your deck.
- If you feel like leaving a tip for our staff, there's a tip jar at the reception.

## FAIR USE

- Please do not leave your air conditioner running when you are not in your cottage. Our aircon units are very strong and can cool your bedroom down in less than an hour, so you can switch it on in the evening, before going to bed. Please leave doors and windows closed when the air conditioning is on. Kruger Cliffs reserves the right to switch off air conditioners that are left unattended.
- Please switch off all electric equipment before leaving your cottage. This includes the overhead fan.
- We provide wifi with unlimited data, but please note that our connection is by satellite, so it is not the fastest. It is strong enough for regular web browsing, emails and even short video conferences, but please do not use it for massive downloads or streaming services. Doing so will make our internet connection unbearably slow for all guests.
- Please do not turn the dishwasher on for just a couple of glasses. Wash the few items you need by hand in the sink or wait until you have some more dishes etc to clean before you switch on the dishwasher.

## YOUR COTTAGE AND ITS EQUIPMENT

- Please treat our accommodation with respect. The beds and sleeper couches are not for jumping on. The coffee table is not for sitting on. The concrete slabs are not heavy duty counters to cut meat on, or to smash ice packs on. The roof structure is not to do pull-ups from. We're sure you get the idea.
- The binder in your room contains a stock list of all that should be available in your cottage. This list is checked by our staff prior to your arrival. Should you require anything else, please let us know.
- If you break something, please warn us so we can replace it or fix it. If it is within reason, we will not charge you. We all drop a glass now and then. However, please note that Kruger Cliffs will charge you for any damage that's clearly deliberate or out of carelessness.
- If items go missing from your cottage and you do not warn us about it, we reserve the right to charge you for them.
- Please make sure not to damage the terrace when using your MegaMaster braai/BBQ. Do not use too much briquettes and allow ash to fall onto the deck. Only remove cold ash, and do not throw it over the balcony. Feel free to ask our cleaning ladies to dispose of the ash for you. Use a tray when bringing meat from your MegaMaster BBQ/braai to the table; do not spill drops of fat on the deck.
- Please do not leave any food/trash unattended outside or feed the monkeys. If they get accustomed to our food, they start raiding our cottages and become aggressive towards humans. A not-so-random fact; baboons have longer canines than lions.
- Please do not flush sanitary pads down the toilets. Use the bins.
- If it gets very windy, or if it looks like a thunderstorm might pass by later, please move your outside dining table next to a wall and put the chairs under it. Also please move the loungers inside.