



The Farmhouse Lodge, Worlds view campsite and Restaurant provides the ideal location from which visitors can discover the many natural wonders of the Matopos. Guests can participate in various activities offered at the Lodge or arrange their own trips in the area.

## **Essential Information**

### **Accounts:**

Accounts can be paid by cash, bank transfer or credit card. Credit cards incur a 4% surcharge. We kindly ask that all accommodation charges are paid prior to arrival.

### **Bar:**

The Farmhouse offers a full bar facility to Lodge residents only. Drinks are recorded on a room tab for settlement pre departure. Bar closes at 9.30 PM

### **Check in/out:**

Our standard check in time is 2 PM and check out 10 AM.

Alternative arrangements can be made with management if required.

### **Cots/Extra Beds:**

Cots for infants are available. Extra beds can be made up in the cottage lounge area at an additional charge.

### **Electricity:**

The mains electricity is 220v with square 3 pin wall fittings. We occasionally have power cuts, however, have a backup generator which supplies the main building and chalets. Please refrain from using kettles or hairdryers when on the generator.

### **Fires:**

The thatch lining of the cottages and dry bush are a fire risk. Please be careful of the following: When having a braai/barbeque please keep watch of the fire and ensure it is put out after use. In the event of a fire vacate the area, go to the main Farmhouse and notify a member of staff immediately.

### **First Aid:**

The lodge has basic first aid supplies. If necessary, arrangements can be made with the Matobo clinic or a doctor or hospital in Bulawayo.

**Hairdryer:**

Available upon request at reception.

**Keys:**

Please ensure that your keys are handed in at reception on departure.

**Laundry:**

Due to water restrictions in the Matopos area we unfortunately cannot provide this service.

**Meals:**

The restaurant offers home cooked meals for breakfast (7:00-9:30 AM), Lunch to order and dinner at 7:00 PM. Please notify management or the chefs should you have any dietary requirements or special requests.

**Mosquitos:**

Matopos is considered an area of low risk for malaria due to a low prevalence of mosquitos. Nevertheless, mosquito nets are available for use by guests.

**Security and Disclaimer:**

Theft at the Farmhouse is regarded as low risk. However, we do suggest that you close your windows and lock your chalet when not in use. The use of our facilities is at your own risk; we encourage guests to avoid situations with wild animals.

**Safety:**

When checking in we require guests to sign an indemnity against any injury, loss or damage which may occur during your stay. We advise you to exercise caution when hiking the rocky outcrops and in areas of close proximity to wild animals. You are welcome to explore the property on foot, providing the management is aware of your plans and adequate water is taken with you.

**Tips:**

Tips are at your discretion. We have a staff "tip box" at reception. Tips are distributed evenly among the junior staff on a regular basis. Note we do not accept credit card payments for tips.

**Water:**

Water is a scarce commodity here. Please do not waste water and use only what is needed. Out water is borehole water, and soft to drink from the taps. Bottled water is also available if you prefer.

**Wi fi/ Internet:**

Please ask one of the managers for the user name & password, we have unlimited usage for our accommodated guests. Campers need to pay to access the internet (\$5 per person).

**Contact Us**

Mobile: + 263 775 568 345 – Whatsapp Preferred as network coverage is very sporadic.

Email: [bookings@farmhousematopos.com](mailto:bookings@farmhousematopos.com)

Web: [www.farmhousematopos.com](http://www.farmhousematopos.com)

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