



RESERVATIONS: RESERVATIONS@JACISLODGES.CO.ZA +27 (0)83 700 2071

GENERAL INFORMATION

AIR CONDITIONERS

The air conditioners have been pre-set to a comfortable temperature. Overhead fans in the rooms can be used as an alternative.

CAMERA HIRE

Guests at Jaci's are able to make use of the lodge cameras. Our camera kit includes Canon 7Dii's with 100-400mm lenses and Gimpro game viewer mounts and can be rented at a cost of R1250.00 per camera per day, which consists of an evening and a morning drive.

Subject to availability.

CHECK-IN & CHECK-OUT TIMES

Check-in time is from 3pm.

On the morning of your departure, we request your suite to be vacated before 10:00am.

If you are flying out, please feel free to use the Main Lodge areas until your departure time from the lodge.

CELL PHONES & INTERNET

We have limited cell phone coverage and kindly request that you refrain from using cell phones on game drives. You can access Wi-Fi in the Main Lodge areas, Nare, Safari and Starbed Suites, Jaci's House and the lodge viewing deck areas. Please note however that our Wi-Fi is limited and is not designed for downloading movies or games.

GAME DRIVES

Your guide will give you a safety briefing before departing for an activity. Whilst out on drive, please do not stand up without consent from your guide. Look out for overhanging branches and be aware when going over uneven terrain. Please wait for the guide to check the safety of areas before disembarking from the vehicle.

LAUNDRY

We offer a laundry service that is charged directly to your room account. Items are charged individually. Should you wish to have any laundry done during your stay, request a laundry basket / bag to be provided and fill in the laundry list. Please leave your items in the laundry basket / bag with your list, before departing on the morning game drive.

No brassieres, panties, handkerchiefs or underpants will be washed by the laundry department due to their delicacy. We have provided some detergent in your room should you wish to hand wash these items.

MADIKWE GUEST CONSERVATION CONTRIBUTION

Through the implementation of the mandatory Madikwe Guest Conservation Contribution, every visitor has the opportunity to protect our endangered animals. All funds go directly to the Madikwe Concessionaires Forum for its anti-poaching initiatives within the reserve.

MEDICAL ASSISTANCE

Should you require medical assistance of any kind, please contact a member of our management team or your field guide without delay.



POSTAL: JACI'S LODGES, POSTNET SUITE 374, PRIVATE BAG X025, LYNNWOOD RIDGE, 0040

WWW.JACISLODGES.CO.ZA



DIRECTORS: JD VAN HETEREN, JE VAN HETEREN, A LIEBAERT, M LIEBAERT, L WEISS, E MEGWE, D MOSIANE
REG NO. 1999/024410/07 VAT NO. 4280185978

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NALEDI TREEHOUSE

Naledi Treehouse is accessible for overnight stays to guests staying at Jaci's Tree Lodge and Jaci's Starbed Suites.

Naledi Treehouse sleep-outs are subject to additional costs and availability.

PERSONAL SAFETY

Our lodge is situated in a natural game reserve and as a result, animals do move through the camp. Please do not feed any animals as they could potentially become dangerous. Please do not walk outside of the demarcated perimeter of the camp without the assistance of a Jaci's Lodges field guide.

RIVER PATH

The river path is open to guests during daylight hours only (*sunrise to sunset*)

Please note that the river is fenced off with an electric fence. Anyone who goes down to the river, does so at their own risk.

Children are to be accompanied by an adult at all times.

SAFARI WALKS

We have guided safari walks on offer, please speak to a manager with regards to availability. Safari walks at Jaci's are subject to the availability of our qualified, on-site trails guide and an additional cost of R600 per person. The duration of walks may vary due to number of guests, weather conditions and game drive schedules.

Children under the age of 16 are not accommodated on safari walks and guests over the age of 60 require a doctor's note.

SEPTIC TANKS

We use septic tanks for all our bathroom waste water. Please do not discard any foreign objects in the toilets, instead make use of the brown paper bags provided.

SMOKING POLICY

Smoking in your room is not allowed. Please refrain from smoking in enclosed public areas and at the dinner table. Ashtrays can be obtained from the main lodge. Smoking is prohibited on the game drive vehicles, please ask your guide if you would like to stop for a cigarette.

STAFF GRATUITIES

Tipping is not compulsory but any gratuities that you may wish to leave for the staff will be greatly appreciated. General staff gratuities are "pooled" together and divided between back-of-house staff members equally. We request that field guides be tipped separately or personally.

You may wish to follow this tipping guideline:

Field Guides: R350.00 *per room per day*

General Staff: R350.00 *per room per day*

SWIMMING POOLS

The pools do not all have nets covering them, therefore children are not allowed near the swimming pool areas unless supervised by an adult. There are steps and shallow areas inside of the pool, as a result diving is not permitted.



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THE SWING BRIDGE AT JACI'S SAFARI LODGE

As we are situated in a natural game reserve, animals do move through the camp. Please proceed with caution when crossing The Swing Bridge at Jaci's Safari Lodge. We request that you do not run, and that parents accompany their children when using The Swing Bridge to access Thutlwa Lookout.

TERRAPIN HIDE

The use of the Terrapin Hide is available to guests staying at Jaci's Tree Lodge and Jaci's Starbed Suites. We ask that the noise level be kept to a minimum for the consideration of those who wish to view and photograph the animals. Jaci's Tree Lodge and Starbed Suite guests are welcome to access the hide after dark, but are advised to carry torches and notify management.

THUTLWA LOOKOUT

Equipped with Wi-Fi, Thutlwa Lookout at Jaci's Safari Lodge is designed especially for outdoor dining, safari sundowners and game viewing while in camp. A superb spot for relaxation and taking in Madikwe's magical sunrises and sets, Thutlwa Lookout is accessible to guests staying at Jaci's Safari Lodge, Jaci's Starbed Suites and Jaci's House.

Guests staying at Jaci's Madikwe House need to be driven to and from Thutlwa Lookout by their field guide.

TLOU DECK

Tlou Deck is idyllically set-up for safari dining and sundowner experiences, against a beautiful bushveld backdrop. Fully equipped with Wi-Fi, it also happens to be the best "office" in Africa! Tlou Deck is accessible to guests staying at Jaci's Tree Lodge and Jaci's Starbed Suites.

TORCHES

Torches are allocated to each room and are for your convenience at night.

VALUABLES

We advise that you place all of your valuables in the digital safe provided in your room.

WATER

In the effort to conserve water, we will only wash towels that have been left on the floor or have been placed in the laundry basket / bag. Our tap water is 100% safe to drink, we take a lot of care at our water purification plant to ensure this.

WINES

We have a wonderful selection of South African red, white and sparkling wines. Please do not hesitate to ask for a wine list and recommendations.

WOODEN DECKS & RAILINGS

Please refrain from running on the decks as they can be slippery and could cause injury. Please do not sit or hang on the railings around the lodge as well as your room, to prevent injury and damages.

FIRE SAFETY & EMERGENCY PROCEDURE

MAKE YOUR ESCAPE

- Escape immediately from the closest safe exit.
- Upon arrival, please take note of all exit points from the Main Lodge as well as your room and take note of the emergency meeting point location.
- If the primary exit is blocked by fire or smoke, you may need to exit from a secondary exit.

BLOW THE FOG HORN

- In each room, a fog horn is provided for emergencies.
- Utilise this device in the case of a fire or other emergency (*after getting yourself to safety*) by blowing 3 quick bursts followed by 3 longer bursts.
- This action should be repeated until you have raised the alarm with a staff member.

KEEP SAFE

- Always keep yourself away from or under the smoke with your mouth covered.
- Leave ALL your belongings and take only the duvet from the bed (*This will protect you and keep you warm as our duvets have feather / down fillings*)
- Do not waste any time saving property, get yourself to safety and to the meeting point.
- After leaving your room, take the safest route to the meeting point.

ONCE OUT, STAY OUT!

- Remember to escape first, then notify lodge staff by blowing three short blows using the fog horn, repeating the action if necessary.
- Never go back into a burning building for any reason and do not try to hide.



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CONTACT JACI'S LODGES

RESERVATIONS

+27 (0)83 700 2071
reservations@jacislodges.co.za
(Office hours: Monday - Friday 8am - 5pm)

*GENERAL MANAGERS

+27 (0)72 609 2685
gm@jacislodges.co.za

*JACI'S TREE LODGE MANAGER

+27 (0)83 276 2387

*JACI'S SAFARI LODGE MANAGER

+27 (0)83 303 0885

ACCOUNTS

+27 (0)83 419 1334
accounts@jacislodges.co.za

SALES MANAGER

+27 (0) 63 728 1491
sales@jacislodges.co.za

**Due to intermittent signal, we recommend sending a WhatsApp message when contacting the lodge.*



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