

# Mosetlha Bush Camp & Eco Lodge

COME GET THE DUST OF AFRICA ON YOUR FEET ...



## FREQUENTLY ASKED QUESTIONS

### **WHAT ARE YOUR CHECK-IN AND CHECK-OUT TIMES?**

Check in time at the Gate is 12.30, with another 20-minute drive to the North West Parks Board Admin Office, where you park your car and we collect you in the game viewer.

Please note that we will not be able to accommodate guests before this time..

The Reserve Gates close strictly at 18.00 and nobody will be permitted entry.

Departure time is 11.00 after the morning game drive and breakfast.

### **GETTING TO/ FROM ANOTHER LODGE WITHIN THE RESERVE**

No self-driving is permitted within the Reserve, apart from driving between the gate and lodges.

As we are unfenced, our guests park at the North West Parks Board Head Office, and are collected by our guides in the game viewer.

If you are already staying at another lodge within the Reserve and need to get to us, or get to another lodge after staying with us, we can arrange with that lodge to either fetch you or meet up halfway.

### **WHAT IS YOUR CANCELLATION POLICY?**

Whilst 50% deposit is required to secure your dates, the full balance is payable 30 days prior to the start date of your visit.

In the event of cancellation more than 31 days before the arrival date of your stay, the cancellation fee is 25% of the total booking value.

If cancellation is within 15 - 30 days of arrival, the cancellation fee is 75%.

If cancellation is within 14 days of arrival, the cancellation fee is 100%.

If accommodation is booked for a date within 30 days of the arrival date, the full amount is payable at the time of booking and a 100% cancellation fee is applicable in the event of a subsequent cancellation.

### **DO I NEED TRAVEL INSURANCE?**

We highly recommend that you do, even when travelling within South Africa. In the event of you having to cancel your trip for personal, travel, medical or any other reason, we cannot be responsible for cancellations resulting from causes beyond our control.

### **AM I ELIGIBLE FOR A DISCOUNT OR SOUTH AFRICAN RATES?**

Only South African citizens currently living in South Africa qualify for our discounted South African rates.

The discounted rate will apply to only those living in SA, not the entire booking.

If we determine that any personal information or data provided by guests at any stage of the booking be false or otherwise inaccurate or misleading, we reserve the right to cancel or amend rates for their booking.

This pertains most obviously to falsely declaring guests' residential status as South Africa in order to receive discounted local rates, when this is not the case.

### **DO YOU HAVE A RESTAURANT?**

Whilst we do not have a restaurant, our guests love the intimate down-to-earth quality of connecting with others visiting from all over the world and sharing stories.

This especially appeals to Solo Travellers, who don't have to sit alone at their own table.

Meals are served around the game drives - with breakfast after your morning game drive, lunch during late afternoon (before your afternoon/evening game drive), and dinner upon your return from your evening game drive.

Snacks are provided half-way through each game drive, where the field guide stops at a picturesque spot for you to stretch your legs whilst enjoying hot drinks or sundowners.

### **WHAT MEALS DO YOU OFFER?**

Our evening meals are based on authentic South African cuisine cooked in the traditional bushveld style using open fires, potjie pots and braai grids. Meals include braai, bobotie, and potjie, and are served on a rotation basis. Daytime meals range from burgers, soups and salads depending on the season.

### **DO YOU CATER FOR DIETARY REQUIREMENTS?**

We can certainly cater for food allergies and dietary requirements such as Vegetarian or Vegan, and in most cases Gluten-Free - however as we're so remote and unable to keep perishables long-term, we do advise in this case to bring along your own gluten-free bread, rolls and rusks etc.

Whilst we don't serve specialist Halaal food, we do have chicken and vegetarian alternatives available (we do not serve pork).

As we are so remote, dietary restrictions need to be informed at least one week in advance to ensure we have sufficient stock in camp. For any short-notice bookings, we may still be able to cater for any requirements, provided we have stock.

### **DO YOU OFFER ALL-INCLUSIVE?**

Our rates include all meals (plus accommodation and two game drives a day).

We operate a cash bar which is stocked with an array of wine, beers, ciders and soft drinks.

### **MAY I BRING MY OWN WINE?**

We do offer a lovely selection of red, white, rose and sparkling wine (not included in the rates).

If you would prefer to bring your own, then a R100 corkage fee per bottle applies.

### **IS IT TOO COLD TO STAY IN WINTER?**

Not at all - in fact Winter provides the best game viewing opportunities, when the vegetation has thinned out, and more animals gather at the watering holes.

While the evenings and mornings may be chilly, the daytime temperatures remain warm and can get quite hot, so there's no need to exclusively pack winter clothes. A warm jacket, scarf, beanie & gloves will suffice along with long trousers, but do bring along some summer clothes for relaxing on the deck during the day.

Our cozy beds equipped with exceptionally warm winter-weight duvets and extra blankets if needed.

We offer hot water bottles for added comfort, and we provide additional windproof blankets for you during game drives.

Gas mushroom heaters warm up the lapa and dining room on especially cold evenings.

### **CHARGERS, PLUGS AND WIFI**

As we are off-grid, we do not have WiFi or electrical sockets for hairdryers etc.

There are however, certain areas around the camp that can get signal if you have data on your phone (depending on your network).

Despite having no electricity, the camp manager is able to charge your phone and camera batteries with their solar charging points. We just ask that you bring along any plugs and adaptors you may need, plus spare batteries for use whilst your others are charging.

### **WHAT DO I NEED TO PACK?**

The dress code is Casual. In addition to your clothing, please also bring:

Light raincoat (summer)

Insect repellent (Tabard/Mylol)

Water Bottle

Camera (charger/spare batteries)

Thick jacket, gloves, beanie, scarf (for winter drives)

Sun protection cream

Torch/Flashlight and Binoculars

Cap or hat

### **DO WE NEED TO BRING OUR OWN TOILETRIES?**

We provide all bedding and towels, as well as body wash and shampoo/conditioner in your shower.

### **DO YOU HAVE A SPA?**

As our bush camp is entirely off-grid and unfenced (and therefore the only genuine eco lodge in Madikwe), we don't offer spa treatments.

Guests love to visit us to enjoy the natural beauty and tranquility of our unique setting, whilst seeking the soul of the wild rather than the comfort of a luxury hotel.

We appeal to responsible travellers looking for a sustainable safari adventure and immersive wilderness experience.

### **DO YOU HAVE A POOL?**

No, we do not have a swimming pool.

Our outdoor safari-style showers however provide the perfect opportunity to cool off during hot days - our version of "aircon"

### **DO I NEED TO TAKE MALARIA TABLETS?**

Madikwe is Malaria-free!

Having said that, we do provide mosquito nets over the bed, and recommend that you bring along mosquito repellent if they annoy you or you are prone to being bitten.

### **DO I HAVE TO SHARE BATHROOMS WITH OTHER GUESTS?**

No - each cabin now has its own private toilet and shower.

### **DO YOU OFFER PRIVATE GAME DRIVES**

Yes we do!

As a small concession we are only permitted to run two game drives at the same time (only one of which can be exclusive use, as otherwise we are unable to take any other bookings during that time).

The rate for exclusive vehicle use is R 4000/ drive and applies to your entire stay (so R 8000/ day).

### **BEING UNFENCED, IS IT SAFE TO WALK AROUND?**

The animals don't come into the camp area when our staff or guests are active - in the 29 years we have been running, we have never had an incident. Madikwe is vast and there is an abundance of food for predators away from camp.

Our toilets are just a short walk away from the cabins, however for anyone nervous about leaving their cabins at night, we do provide potties in the cabins for overnight use.

Whilst our staff do not patrol at night, they do stay on the premises, so if you do need to get anyone's attention urgently then you will be within earshot if you call out.

### **WHAT IS IT LIKE FOR CHILDREN TO VISIT?**

We are a rustic unfenced bush camp, and can only accommodate children over the age of 6 years old - if you have a family celebration with young kids, please ask us about our special "exclusive use" rates.

The lodge is intimate, so children will need to be considerate towards other guests during game drives in terms of noise.

Please bear in mind that children will need to be monitored by you at all times, and nobody is to wander off beyond our boundary.

The family adjoining cabins, whilst not interleading, do share a wall - guests often have 1 child sharing with 1 parent, if they feel their children are too young to be "separate".

Children are treated the same as adults in camp and on game drives, and really enjoy learning about our eco friendly solutions - especially how to make their bucket shower!

Both of our field guides have children and are exceptional with them.

### **WHY SHOULD I COME TO MADIKWE GAME RESERVE?**

Not only is Madikwe malaria-free, one of the special things about Madikwe is there is no self-drive allowed.

There is a network of lodge vehicles, driven by professional guides, taking the guests out to see the animals.

In Madikwe the game vehicles are allowed to drive off-road for a confirmed sighting - which means we can follow the lions through the bush, track wild dogs chasing an impala, you can get right underneath a tree to watch a leopard with its kill.

### **WHAT IS SO SPECIAL ABOUT MOSELTHA?**

Moseltha provides you with the opportunity to disconnect from all the technology, distractions and craziness of the world we're living in.

Being completely off-grid with environmentally friendly alternatives to running water and electricity, we are the only genuine eco lodge in Madikwe Game Reserve.

Our sought-after award-winning expert field guides attract repeat travellers from all over the world, to experience and photograph the Big 5 in the malaria-free Madikwe Game Reserve.

Thrills over Frills - our affordable rates allow you to reconnect with your soul whilst still being able to experience the full Madikwe Big 5 experience.

### **WHEN IS THE BEST TIME TO SEE WILD DOGS (& OTHER RARE ANIMALS)?**

According to our guides, the wild dogs usually den in July each year if the alpha female is pregnant, with only brief sightings as the puppies are still small and don't eat as much yet, resulting in the adults not hunting too often.

When they are denning, this can be an advantage since we'll know where to find them.

However, we cannot predict these circumstances, and if the den is not accessible then we cannot guarantee being able to get to them.

They have advised during August heading into September may be the best time to see them.

Generally, our guests will often see the magnificent seven, but we do encourage guests to stay a minimum of 4 nights to improve their chances of seeing wild dogs and a wider variety of wildlife.