
Welcome to Garonga



Dear Guest,

We welcome you to Garonga and hope that you will enjoy sharing a “SAFARI FOR THE SOUL” with us.

With the frenetic city lives people lead, we find many of the guests arrive at Garonga feeling depleted and alienated from the natural world.

Our intention is to offer you, our guest, the opportunity to re-earth – whether it be taking walks or drives savouring the many layers of nature, or simply replenishing your soul, eating our food, sleeping deeply or unwinding in our aromatherapy sala.

We hope that you will take away from Garonga a deeper understanding of the intricate balance of nature, which may inspire you to achieve greater harmony in your day to day lives.

Wishing you tranquillity and relaxation with us.

The Garonga Team

General Information

ANIMALS

The camps are unfenced and animals do sometimes wonder through including elephant, lion, and leopard day and night. Do not walk on your own after dark. You must always be escorted. Vervet monkeys are indeed plentiful and funny, but are also a pest. Do not leave food or shiny attractive items in your room. Place food in the mini bar, and shiny items etc. in the toilet room which has a door.

BAR SERVICE

Please help yourself to drinks at the Bar. All drinks with the exception of special wines and Champagnes are complimentary and a separate menu is available for these items. To assist us with our stock control, please could we ask you to note any drinks you have consumed in the folder at the Bar.

MANHATTAN BAR

Try one of Garonga's speciality drinks from the Manhattan Bar or enjoy exclusive international gins and whiskeys. Please ask your waiter for the menu. Please note gins and whiskeys are chargeable.

WINE CELLAR

We have a very nicely stocked Wine Cellar full of South African wines. Feel free to browse around in the air conditioned cellar. Please let the waiters know if you would like to select a bottle for lunch or dinner.

CELEBRATIONS

Please do let us know if you are celebrating anything special whilst you are here.

CURIO / GIFT SHOP

"WHSmith & Sons" is situated at the entrance.

Although the doors are closed they are not locked so please do feel free to browse around in this air conditioned room. There are interesting books to read as well as a great selection of items to take home. If you do decide to purchase something, please write it down on the folder on the main desk (near the sweet jar!), and we will plonk it on your bill.

CONVERTERS AND ADAPTORS

Please find converters and adaptors next to the desk in your room.

MINI BAR

Please help yourself from the Main Bar to stock the Mini Bar fridge in your room. To assist us with our stock control, please could we ask you to note anything you take to your Mini Bar in the folder at the Main Bar.

General Information

COMPLAINTS

As much as we like everything to run smoothly, sometimes “things happen”. Please do speak with the Camp Manager or Bernie if you have a complaint or any feedback.

DEPARTURES

Check Out time is normally 11:00. However, IF no Guests require your room then you are more than welcome to use the room until you depart. The Camp Manager will confirm your Road Transfer times the day before your departure. For those travelling in their own Vehicles, we will let you know if your room is required or not. We do have a “Day Room” which has a sofa bed, toilet and shower for those who check out late and whose rooms are required for New Arrivals.

DRINKING WATER

Our water is from the borehole which is also fed through a softener and Water Plant System. By all means help yourself to bottled water from the Mini Bar in your room and the Main Bar as well. Garonga produces its own bottled water.

GREEN ENERGY/PRACTICES

Safari Camp is powered by Solar energy. All Rooms have heater pumps replacing electrical geysers. Grey water is Pumped back down to the main waterhole in front of Safari Camp after being Cleaned, and Filtered via a Water Filtration Plant System.

FIRE PROCEDURES

All rooms have a Fire Extinguisher. Should a fire occur then you will be instructed what to do and where to go either by the Management or by Security. There is a whistle in your room which is used in such an emergency to attract Security. Please be very careful when smoking especially in the dry months between May - November. Smoking is forbidden on Game Drives except at designated spots by the Guide. Your eyes are as important as anyone's. Please report anything suspicious.

GAME DRIVES / WALKS

There are two per day; one morning and one in the afternoon. If you would like to walk please do speak with your Guide. Walks are only taken during Safari Times and not outside of these times. Please be punctual as to prevent keeping other Guests waiting. No cellphone calls in or out permitted on Safari.

GRATUITIES / TIPS

These are completely at your discretion. We do have a pool for all Staff. Or you can break it up between the Safari Team and General Staff, and give your tip to Safari personally. Many Guests ask what sort of amount; this can be quite embarrassing. As a guide I would suggest R600 per room per day (R200 for General Staff and R400 for Safari). However it is your call.

General Information

HOT WATER

Please do let us know if you have limited or no hot water.

LAUNDRY

This is a complimentary service. Please do only place in essential items and please do not place in large loads that have been collected over time prior to your arrival. A laundry list is placed in your laundry basket for you to complete before handing in. If you place the basket next to your bed just before going out on the afternoon Game Drive, it will be returned to you the next day around lunch time. There is no Dry Cleaning service. Whilst every effort is made to avoid any damage, Garonga will not accept any responsibility for any loss or damage.

LIBRARY

Available in the Curio Shop. There is quite a selection of books available for you to read whilst you are here. There are also a number of board games available. Please feel free to help yourself.

MEALS

For Breakfast and Lunch Private Tables are set and a Buffet style is served. For Dinners we alternate between private Dining, a round communal table, or Boma Dinners.

MEDICAL

Garonga is linked to an International Emergency Medical Evacuation Company 24/7. Doctors are therefore on call 24/7 and can discuss with you any serious Medical problem you have whilst at Garonga. A Paramedic can be dispatched with a Field Ambulance within an hour of being called out. We also have an Airstrip on the Farm, 5 minutes away, for any emergency evacuation by Helicopter or Aeroplane. The nearest Town of Hoedspruit has access to Doctors and Dentists for non-Emergency cases. Please ensure you have your Travel Insurance Details available. Extra costs not covered by your Insurance will be your responsibility to pay. A Number of our Staff are 1st Aid Trained and qualified.

SECURITY

Please do listen to your Guide regarding Security and Safety in this dangerous Game Environment. Do not walk out of your room when it is dark unless you are escorted by a member of Staff, likewise when returning to your room. During the day it is "safe" to walk on the pathways within the Camp in that you can see what is around you. There is 24 Hour Security. If you are feeling unsafe or there is any form of emergency please blow your whistle.

There is a Safe in each room which you should use for personal effects. Please do not leave cash or valuable items lying around. Garonga does not accept any responsibility whatsoever for any lost, damaged or missing articles.

SPECIAL REQUESTS

Please do let us know if you have any dietary requirements, allergies etc.

General Information

ACTIVITIES

Microlight flights - R 1975 pp. It involves a fantastic 20 minutes flying low over the Reserve seeing the spectacular Scenery. One person at a time flies with the Pilot. Please note that this activity is pilot and weather dependant.

EXTRA FACILITIES

- The Star Bath - can be taken at Dusk (missing the afternoon Game Drive) or after the Evening Game drive before Dinner.
- The Sleep Out Deck - Please let the Camp manager know at Breakfast if you wish to use it. Dependant on availability as it is so popular. There is no charge.

MASSAGE TREATMENTS

Please refer to Massage Menu in your Room.

SWIMMING POOL

Kindly note the swimming pool is not heated. Please be aware that the pool edge is high. No diving please. Please enjoy at your own risk.

WI-FI ACCESS

This is complimentary and can be used at the Main Area of Safari Camp, The Curio Shop, all Suites at Little Garonga, and Little Garonga Main Area.

PAYMENT

Our credit card machine will only accept VISA or MasterCard. We can only accept ZAR cash for settlement of bills. Tips can however be paid in USD, GBP, EUROS or AUS DOLLARS.

IMPORTANT INFORMATION

We are in a Low Risk Malaria Area. You should have consulted a Tropical Diseases Clinic or Travel Clinic prior to travelling here. Garonga and the Greater Makalali Private Game Reserve accepts absolutely no responsibility whatsoever for any injury, death, loss or damage. You enter this reserve and make use of all its facilities both internal and external entirely at your own risk!

Summer Routine

October – April

These timings are flexible as the Summer Season progresses and then relapses.

| | |
|---------------|--|
| 05:15 | Wake up |
| 05:45 | Safari departs |
| 09:15 | Safari returns and Breakfast (earlier breakfasts may be enjoyed starting from 08:15. If you require breakfast before 08:15, breakfast packs can be arranged). |
| 14:00 – 15:00 | Lunch |
| 15:30 – 15:40 | Safari briefing |
| 15:45 | Safari departs |
| 19:00 – 19:30 | Pre-dinner drinks |
| 19:30 | Dinner |

Winter Routine

May - September

These timings are flexible depending on Summer as it kicks in.

| | |
|---------------|--|
| 06:15 | Wake up |
| 06:45 | Safari departs |
| 10:15 | Safari returns and Breakfast (earlier breakfasts may be enjoyed starting from 08:15. If you require breakfast before 08:15, breakfast packs can be arranged). |
| 14:30 – 15:30 | Lunch |
| 15:30 – 18:30 | Safari departs |
| 18:30 – 19:30 | Pre-dinner drinks |
| 19:30 | Dinner |

Safari Packages



GARONGA AND PANORAMA TOUR

R 3375 PER PERSON

- Depart Garonga around 09:00, and return around 15:00
- Picnic Lunch and Drinks included provided by Garonga
- The Guide/Driver is professional and qualified
- Cost Includes Park Entry Fee and is based on 2 x Pax
- Please note we need as much notice as possible

PRIVATE VEHICLE AND SUNDOWNER

R3000

- Depends on Guide and Vehicle Availability
- You will have up to 3 hours on a Private Safari
- Includes a Sundowner with a choice of a Craft Gin and Snacks
- Private Dinner and a Wine from the Studio Menu
- Dinner on Tree Deck with your own Waiter

PRIVATE VEHICLE AND BREAKFAST PICNIC

R2700

- Depends on Guide and Vehicle Availability
- Includes a 3 hours Private Safari and a Breakfast Picnic with a bottle of South African Sparkling Wine

HELICOPTER FLIGHT

POA

- Helicopter Flight over the Blyde River Canyon and Surrounds
- Can also include a Picnic Lunch on top of the Mountain at an extra cost
- POA. Please speak with Management about this

History of Garonga



Owner Bernardo Smith, who moved from England to take up residence at Garonga, spent months searching for a wild-life area he could develop for Eco-Tourism. After visiting the Farm on 18th May 1996, along with James Marshall and Ross Kettles (GM for the Greater Makalali Game Reserve), he selected Garonga for its good location within the Reserve, as well as for its good soils and wealth of plant, animal and bird species.

The farm was previously used for private hunting and cattle farming. When ownership changed hands a cleaning up exercise was put into operation in order to bring the farm back to its natural environment. This included removing old fence posts, replacing troughs with natural water holes and general maintenance on the road network.

Garonga forms part of an initiative to remove fences in the region and create a broad conservation area that could ultimately stretch westward from the Kruger Park to the Drakensberg Mountains. Boundary fences between Garonga and Makalali were eventually removed in May 1997, enabling Garonga to join the Reserve. Garonga Safari Camp opened on the 1st June 1997, and was designed to offer a holistic wildlife experience.

Although offering four out of the big five animals (Buffalo are excluded), Garonga is seeking to provide a more intimate wildlife encounter by offering genuine walking, tracking and sleep-out excursions. Due to a traversing agreement with Makalali the Rangers are allowed to go down to the Makutswi River which provides excellent river frontage. A six month bush clearing project was completed in December 1997 bringing the bush back to its prime state.

Our aim is to offer a “Home from Home” environment with real hands-on involvement for Guests. The emphasis is placed on flexibility and Guests can dictate when and what activities they partake in from traditional game drives, to game tracking on foot, to relaxing and enjoying an aromatherapy session.

Rhino Conservation



Dear Guests,

I am sure you are aware of the tragic Rhino Poaching that is happening in South Africa, and has been for the last six years. The Greater Makalali Private Nature Reserve has also been affected. As a result, we as owners on the reserve, decided we would keep our rhinos and NOT de-horn or move to another country as some have done. However this comes with a cost.

As a result of our decision to conserve the rhinos and save them from slaughter we brought in an anti-poaching company that have now operated on the reserve since October 2014 and continue to do so with much success.

Since their involvement we have lost no more rhinos, and have felt confident enough to introduce 20 black rhino in addition to the white rhino we already have. The black rhino were even more susceptible to extinction than the white so this has contributed in a small way to their conservation.

We have now introduced a levy for the anti-poaching to assist in the conservation and protection of the rhinos. I very much appreciate your co-operation in this. If you wish to contribute more than the levy, please do speak with either myself or the Camp Manager.

I certainly hope you manage to view these incredible animals in this habitat.

Regards,

Bernie

Fire Precautions

1. Action on Fire in your room

- Try and extinguish without endangering yourself.
- Alert the Staff by blowing your whistle or shouting "FIRE".
- Evacuate your room to a safe area.
- Inform a member of Staff.

2. Action on seeing a Fire

- Report immediately to a member of Staff.
- If the Fire is close by to you but not in your room then also blow a Whistle or shout "FIRE".
- Evacuate away from the Fire if needs be. Inform a member of staff who you are.
- The Fire may also be in the Bush or you may see smoke, please also alert Staff to this.

3. Action on Fire within the Camp

- Please wait for Staff to instruct you what to do and where to go.
- If you feel your life is in Danger then evacuate to either of the nearest Evacuation Areas.

4. Evacuation Areas

- The Boma
- The Main Area of Safari Camp
- The Staff Village
- The Car Park of Safari Camp
- The Car Park of Little Garonga
- The Football Field

5. Fire Extinguishers

- There is one Fire Extinguisher in each room. Please ensure you know its location.
- Please do not tamper with them.

6. Don't

- Leave Paraffin Lamps on when retiring to bed.
- Leave Cigarettes lit or unattended.
- Throw Cigarettes into the Bush.
- Ignore smoke; please report it.

7. Notes

- Please do familiarise yourself with the areas of Garonga. Feel free to ask Staff.
- Your eyes are just as valuable as ours. Please do not feel embarrassed to inform Staff of anything suspicious.