

Springbok Lodge FAQ's

What do our rates include?

- Accommodation per person per night
- 3 x Meals (Lunch, Dinner & Breakfast) pppn
- 2 x 3 hour Big 5 Game Drives per person per night

What do our rates exclude?

- **All Beverages from the bar, as well as those offered and consumed on the Game Drives.**
- Any Fishing trips done with your guide (price available on request).
- The Nambiti Conservation Levy (price available on request).
- Gratuities for the general lodge staff
- Gratuities for your allocated field guide/s.
- Baby-sitting (please see page 2 for more info)
- Any shopping done in the Curio Shop.
- Key Deposit for lost or damaged keys.

Can guests bring their own drinks?

Springbok Lodge is a licensed premises and therefore, guests **may not** bring their own drinks. We have a fully stocked bar at the lodge with a wide variety of Alcoholic and Non-Alcoholic drinks, Beers, Spirits and Cooled drinks.

Do we have WiFi available?

WiFi is available throughout the lodge property – at the main lodge and at your tent. Some tents may have a stronger or weaker signal depending on their location.

What time can you arrive and check-in?

Our arrival and check in time is strictly from 13h00, with the exception of 12h00 on Fridays due to the main gate being very busy at 13h00 with weekend traffic.

What accommodation do we provide?

We provide accommodation in 21x Luxury Safari-Style Tents. We have 4-sleeper family tents (one bedroom with a king bed + 2x single beds /or/ 4x single beds, shared bathroom with private outdoor open-air shower); and 2-sleeper standard tents (one bedroom with a king bed /or/ 2x single beds, shared bathroom with private outdoor open-air shower).

Do we have lodge rooms?

Unfortunately not – our accommodation is provided only in the free-standing luxury tents.

How far are the tents from the main lodge?

The closest tent is ± 50 meters from the lodge, and the furthest tent is ± 300 meters from the lodge.

Do we have TVs in our tents?

We do not have TVs in our tents. We do have a projector and screen in our conference room. Rest assured that sports matches will be aired (when available) for those who wish to watch!

Do we accommodate groups travelling together in tents next to each other?

When it comes to groups, we try our best to accommodate everyone close together. Sometimes it doesn't work, especially if we already have pre-existing bookings with special tent allocation requirements.

What are our tents equipped with?

All our tents are equipped with electricity and clean, running water; beds and pillows, linen, extra blankets, and towels; an air-conditioner with both warm and cold air settings; a coffee station with a kettle and teapot, cups and saucers, teaspoons, teas, coffees, sugars and milk pods, and a flask with drinking water; cupboard shelving and a hanging space with anti-theft hangers; a code- or key- operated safety deposit box (safe).

The en-suite open-planned bathrooms all have a flushing toilet and a double basin, a plunge bath, a dressing table with a mirror and hairdryer, and hotel toiletries. The outdoor open-air shower is private and without a roof.

There are NO fridges or microwaves in the tents.



What do we recommend you pack in your luggage?

In the summer months, be sure to pack in a rain jacket and an extra pair of shoes (in case the ones on your feet get wet in the rain). BYO Fishing rods and tackle if you enjoy fishing. And don't forget a bathing suit! In the winter months, remember to pack warm jerseys, beanies, scarves and gloves. Always bring along a pair of binoculars (if you have), and book to read. We have a book exchange in our curio shop. Don't forget your cell phone and camera chargers. If you forget anything – our Curio Shop is stocked with a variety of clothing and toiletries, souvenirs and sweets to get you through your stay with us.

What is the entrance gate's opening and closing times?

The Woodlands Gate (entrance gate that Springbok Lodge uses) opens at 06h00 and closes at 18h00. Early check ins and late check outs – for day visitors – are permitted by prior arrangement.

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Do guests park at the lodge?

Guests may not park at the lodge. The undercover parking area for guests staying in the Southern half of the reserve is located at the Reserve's Main Office – about 500 meters from the Woodlands Gate, and about 1.5km from Springbok Lodge – and is secured with an electric fence and electric gate. There is a bathroom at the carpark.

Can you return to your car during your stay if you have forgotten something?

Of course, just ask your guide or at the Reception Desk if a guide could assist you with getting you to your car. Please remember to take your car keys with.

Can you drive in the reserve on your own (self-driving)?

Unfortunately not! The reserve roads are not marked and are in no condition for guests' cars to travel on. All game drives are done by the lodges. The only driving guests can do is from the entrance gate to the dedicated parking area.

Do our guides sit with our guests for meals?

Your guide is certainly welcome to sit with you for meals. Just ask them before the game drive heads out and they will make the necessary arrangements with the lodge.

Can you walk around the lodge property?

Yes you can – the lodge camp is fenced off with a double fence line which is electrified. It is safe to walk between your tents and the lodge. Just keep an eye out for the resident Kudu's or Nyala's, Snakes and Hares. Please respect other guests' privacy and avoid walking right up close to their tent.



Do the game drives still go out in the rain?

Oh yes! The game drives will head out every day, twice a day. The only exception is if there is a severe lightning storm over the Reserve; in which case your guide will either wait out the storm, or keep you entertained in the lounge area with some reserve-related Q's & A's till it's safe to head out.

Do we accommodate children?

We welcome children of all ages at Springbok Lodge.

Can children go on game drives?

We allow children from 12 months old (1 year old) on game drives. Kiddies 12-24 months old must be strapped into a car seat for game drives – sitting on laps is NOT permitted. Please bring along your own car seat.

Please Note: CHILDREN under 12 months (1 year) of age are NOT permitted on game drives.

Do we offer a baby-sitting service?

Baby-sitting - charged at R300.00 per 3-hour game drive; and R100.00 per hour or part thereof during dinner - is available at the lodge and should be arranged in advance; alternatively, a parent or grandparent can stay behind to look after their child/children. Babysitting is not available during breakfast time or lunch time.

Do we provide camp cots and highchairs for babies?

We do – we have two highchairs for the dining area and two camp cots for the tents available. We also have two homemade wooden bedsides that fit between the bed base and mattress to prevent any “roly-poly” movements out the beds. Available on request.

Do we cater for children's meals?

Definitely – we have a separate kiddie's menu with their most loved choices!

What do we have to keep kids entertained?

We have a jungle gym, two rock pools (please note they are not fenced, parents are to accompany their children at all times), as well as a box filled with board games. There is plenty of lawn area to run around on too, and an in-camp walk to go exploring with their guide.

Can guests go fishing?

Yes – fishing is available on a catch-and-release basis at one of the nearby dams. You will be accompanied by a guide. Bring along your own rods and tackle – alternatively, we do have some equipment to hire – and chat to your guide whilst at the lodge! There is a nominal fee for fishing, price available on request.

Do the game drives return to the tents before meals?

Yes – guides will drop their guests off at their tents after game drives, so that you can put down any extra jackets and camera bags and have the chance to freshen up if you'd like to.

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Do we cater for special diets?

Absolutely! Our kitchen can cater for a range of diets, including vegetarian / vegan / gluten free / lactose free / diabetic to name a few. We can cater for Halaal diets – but please note our kitchen is NOT a Halaal kitchen.



Do we have a swimming pool?

*Yes - we have two rock pools at the lodge!
Diving is not permitted - the pools are only 1.7 meters deep in the deep end.
Please note they are not fenced, so parents must accompany their children at all times!*

Are the pools heated?

Only heated from the sun – the pools do not have artificial heaters.

Do guests have to return any documents ahead of their stay with us?

Yes please – our Guest Information Sheet is most important, so that we can prepare for your stay with us.

What else is there to do besides the game drives?

At the lodge, the only additional activities available are Fishing, and our Lodge Camp Walk – it's a 1.2km trail walk around our lodge camp and is safe to do without a guide. Outside the reserve – there are several activities one could partake in – such as Battlefields Trips, Drives into the Drakensberg, Hot Air Ballooning, and Helicopter Rides. Please feel free to let us know if you are interested in any of these activities and we will send through some info!

Is the Nambiti Reserve a Malaria Free area?

Yes – the Nambiti Reserve lies in a Malaria-free area.

What is our Gratuity Guideline?

Any gratuity is at your own discretion. Our guideline is R500.00 per tent per day, and this is split R250.00 for the staff (goes into a kitty and gets divided amongst the ±40 general staff), and R250.00 for your guide. Gratuities can be left in cash or on card at checkout.

Is there a reduction in price if you miss out on / choose not to partake in any activities?

Unfortunately not – the package is sold as a whole and there is no reduction in the rate if you miss a meal or a game drive.

Are the lodge and tents wheelchair friendly?

We have both ramps and stairs to access the main lodge and the doorways are all large enough to fit a wheelchair through.

We have two pools at the lodge, and the shallower pool which is right at the front of the lodge is accessible by wheelchair (literally down one ramp from the deck, spin around in the wheelchair and go down another ramp straight into the pool).

We have one tent that is the most accessible for guests who have mobility troubles. This tent is the closest to the lodge, has a cemented pathway for easier wheelchair access, has a ramp instead of stairs, and can be changed from a king bed to two single beds. The tent is spacious enough to allow for moving around in the wheelchair.

However, the inside layout and facilities available are the same as in our other tents. The bathtub is standard without handles, and there are no fixed handles in the toilet area. We have invested in a mobile set of handles that fits in under the toilet for assistance.

The outside shower has a slight decline, no steps. Unfortunately, there are no altered specifications for disabled guests / guests with mobility issues.

Our staff are very helpful, and our guides will assist with getting the wheelchair bound guest into and out of the game viewing vehicle. We do not have a game viewer that is wheelchair friendly, but rather the wheelchair bound guest would be assisted into the passenger seat of the vehicle next to the guide.
