



Rules and Regulations of Twitcher's Nest for Commercial Guests

Dear Guest,

A warm welcome to Twitcher's Nest! We hope you have an unforgettable stay, enjoy the beauty of nature, and experience the peace and tranquillity of the reserve.

To ensure a smooth and enjoyable visit for everyone, we kindly ask that you follow a few important guidelines. Signing the indemnity form upon arrival will confirm that you have received, read, and understood these rules.

Get ready for an unforgettable adventure in the breathtaking African bushveld! We can't wait to help you create lasting memories in this wild and beautiful landscape.

Your Lodge Manager,
Dewald Kruger

General Rules

- Your safety is our top priority.
- Please sign the indemnity form upon arrival.
- You are in a **wildlife reserve**, and while we have an electric fence, it is only a deterrent—animals may still enter the premises.
- Please stay within the designated areas (near the rooms and main lodge). Do not wander around the property alone.
- **This is a peaceful, noise-free zone** - please keep noise levels to a minimum. Nearby lodges (Lodge 17 & 19) & wild animals can easily be disturbed by loud music.
- **This is a gun-free zone; guns are not permitted.** If you carry a firearm, you must declare it and provide a copy of your firearm license. Please store firearms securely in the provided safe. No firearms are permitted on game drives.

Main Lodge & Kitchen

- Smoking is not allowed inside the lodge. You'll find an ashtray provided outside near the Boma.
- Please keep all cutlery and crockery at the lodge—they are for use within the lodge and Boma/Braai areas only.
- Kindly handle the pool table and equipment with care. Any damage to the table or equipment should be reported.
- A standard fee of R100 applies for breakages unless the damaged item costs more than R100.
- If the manager or guide is not present when you leave the lodge, please turn off all lights and notify them so the alarm can be set.

- Before heading to bed, ensure that the fire is completely out.
- The small tap on the kitchen island provides safe drinking water.
- Wood allocation: 4 bags per day (extra bags available at R30 each).
- Firelighters: 1 pack provided (additional packs available at R30 each).

Rooms

- **All rooms are non-smoking.** Please use the patio if you need to smoke.
- Be mindful of electricity usage. If you are not in the room, please turn off the air conditioner and use the fan instead when possible.
- Familiarize yourself with the evacuation procedures posted inside your room.
- Report any breakages or maintenance issues to the manager.
- The air horn in your room is for emergencies only.
- Store valuables in the safe provided inside the wardrobe.
- Please be mindful of water consumption, dripping taps, etc. This is a water-scarce area, we ask you, please, in the name of conservation, to be aware of water use.
- Please note that we work on a septic tank system - please be aware not to flush anything other than toilet paper in the toilets (please check with your ranger or housekeeping if you are unsure).

Generator

- Due to frequent power outages at Black Rhino Game Reserve, we have a backup generator.
- The generator will not run between 22:00 and 05:00 unless there is an emergency.
- It can be switched on upon request.
- If the generator runs for more than 4 hours, it will need a 20-30 minute cooldown before restarting.

Game Drives

- We offer two types of game drives:
 - 1. Black Rhino Game Drive
 - 2. Extended Pilanesberg Game Drive
- Game Drive Times:
 - Winter:
 - - Morning Drive: 06:00 departure
 - - Afternoon Drive: 16:00 departure
 - Summer:
 - - Morning Drive: 05:30 departure
 - - Afternoon Drive: 16:30 departure
- These times serve as a guideline, and you're welcome to request an alternative schedule—just check the weather conditions before deciding.
- Always follow the game drive rules as explained by your guide.
- A daily driving limit of 80 km is allocated for the duration of your stay. Any additional kilometres will be charged at R15 per km and added to your final bill.

Swimming Pool Rules

- No diving into the swimming pool - it is only 1.4m deep.
- No children under the age of 8 are allowed in the pool without adult supervision.
- Proper swimwear must be worn.
- No food or drinks allowed in the pool.

- No objects to be thrown in or out of the pool.
- Please do not splash water out of the pool.
- Please do not tamper with pool equipment.

Jacuzzi

- The Jacuzzi takes about 5-6 hours to warm up. Please inform the manager in advance if you'd like to use it, so we can have it ready by the late afternoon.
- The same rules that apply to the swimming pool also apply to the Jacuzzi.
- Ensure that the pump is turned off when you're finished.

Staff Tips

- Our team works hard to ensure your stay is as comfortable, enjoyable, and memorable as possible, and any gratuity is a meaningful way to show your appreciation. General tips are shared among the staff to recognise their collective efforts in providing exceptional hospitality, from housekeeping to guides and ground staff. There are envelopes at the bar for this purpose. While gratuities are entirely at your discretion, they serve as a generous acknowledgement of the care and attention our team puts into making your experience truly special.