

MONATENG SAFARI LODGE

SHAREHOLDER
NEWSLETTER JUNE 2018



MONATENG SAFARI LODGE

Dear Valued Shareholder

As we sit on the Restaurant Deck and overlook the green bushveld that stretches as far as the eye can see and watch as the blazing African sun sets, we realise that we have so much to be thankful for. Thankful for the abundant rainfall that we have received in 2018 and the way it has turned the Resort into a wonderland of green hues. Thankful for what we have achieved thus far and thankful for what the rest of the year holds. As we bask in everything that makes winter great, allow us to delve into the first half of 2018 with you.

Fresh and New The Latest Developments at Your Home-Sweet-Home

As you drive to the gate and are waved in by the friendly security guard on duty, receive that warm familiar check-in at Reception and hop in your car, open the windows and make your way towards the units, and you see the beautiful thorn trees scattered all over the landscape, you hear the birds call to each other, as a slight breeze hits your skin and there are just a few wisps of clouds in the baby blue skies... you wind your way up towards the units... And it finally hits you.

That wonderful feeling of coming home. This feeling is exactly what we want each of our Shareholders to experience when they "come home" to Monateng and for this reason we identify areas we can improve, update or add to throughout the year to ensure every stay with us is a remarkable one. Allow us to get down to business and update you with the latest developments.

Awesome Achievement

The RCI OSCAS held in March 2018 were as competitive as ever and Monateng Safari Lodge held on tight to its prestigious Gold Crown Resort status. This is the highest status a Resort can attain; so, once again retaining it is wonderful news. Congratulations Monateng!





In response to requests from some of our guests, and just in case our guests have to check-in later than usual and the sun has already set, we have **installed a solar light system** and mounted it on a 13 metre high structure. This will make the Monateng Entrance easy to spot – even at night!



The feature pond at Reception has received a **new inline pool and bio-filter system** to keep the water crystal clear and the first sight of your home-away-from-home looking immaculate.



Staying momentarily with Reception, the signage at the Resort Entrance has also been updated. This includes the **welcome and “bon-voyage” boards**. And very important for all guests to note, the updated disclaimer boards.



Signage has clearly been the name of the game this year because besides the signage we have already mentioned, **the Rangers are expecting a new promotional board for Reception**. Keep an eye out for the board on check-in days as it showcases all the details of the different tours and drives available for guests.



- Le Fera Restaurant and Bar -

From Reception to the Units ...

The units have been put under the microscope to ensure you have the most comfortable and relaxing stay with us. In May, linen in all the units was replaced and brand new towels were added too. Certain units were previously identified, and these units had all their crockery and cutlery replaced; this is an ongoing project and as the need arises, units will be attended to. The surrounding gardens at the units have been updated with pop-up sprayers and are looking great.

Just beyond the units...



On the topic of gardens and sprayers... The gardens at Monateng receive compliments on a regular basis. To enhance the gardens even more, new grass has been planted along with an updated irrigation system of pop-up sprayers, each covering a ten metre radius.



Lights along the roads and pathways leading from the units, and throughout the Resort have been installed. This way your evening strolls to and from the Le Fera Restaurant will be a walk in the park.



The Laundrette has been made more efficient as we created more space by expanding the current building. We have also purchased an industrial roller iron and two 24kg washing machines so that the linen and towels are crisp, white and immaculate when you next visit. In addition to the new machinery, we moved suppliers; our new detergents ensure that all laundry is super soft and the brightest white.



Le Fera Restaurant and Bar remains one of the Shareholders' favourite spots to visit when “coming home”. Enjoying a cocktail, beer or cold beverage with the matchless view Monateng offers; or eating a traditional “brekkie” with the family or giving mom (and dad) a break during Mom’s Night Off or Family Night Out – just never gets old – year, after year.



- Gardens at Monateng -

Due to this area being so popular, we constantly look at how we can improve our service offering to add value to our Shareholders visits. For these reasons:

- The Restaurant and Bar run weekly (sometimes daily) specials;
- A new fancy Ciro Coffee Machine has been purchased – so grab a cuppa before your morning game drive;
- And the staff are constantly trained and incentivised to make sure service is excellent, accurate and quick.

 **Sticking with Le Fera Restaurant and Bar...** the deck has recently been sanded and varnished and is looking great. The ceiling in the kitchen has also been replaced and the area restructured.

 **A super Le Fera staff initiative was the planting of a mint garden.** This will be expanded eventually so that guests can help themselves to fresh herbs. But for now, guests can taste the freshness in the Le Fera dishes, or a sundowner cocktail!

 **Besides all the fun already on offer at Monateng –** the game drives, the tennis challenges, the entertainment programmes, the Games Room fun, amongst many other things – we are now home to a brand new pop up spa!

Zen Mobile Spa, situated next to the Le Fera Kiosk, is available for guests every Wednesday and Saturday. Treat yourself, and maybe even your partner, to a relaxing full body massage or exfoliating pedicure, or more. View the treatment list online under the Resort Facilities tab:

http://www.monateng.co.za/resort_facilities.php

Hey, look what's happening!

VRS has a brand new website and we're sure you'll love it. Everything was designed with you, our valued Shareholder in mind. Of course, all the important documents you need are available for you on the site – from Instruction Letters, to AGM Minutes, to Shareholder Newsletters and Resort Calendars.

Do keep a look out for additional exciting features to follow... We hope you like what you see and enjoy the new online experience and being part of the ongoing VRS drive for excellence!

Check it out here:

www.vrs.co.za



- Wolfgang Kusel -



- Danielle Potgieter -

Earnest Goodbyes and Heartfelt Hellos

After the first few months of 2018, we had to say goodbye to Quinton van der Merwe, the Resort Operations Manager, and Cecilia van der Merwe, the Commercial Administrator of Le Fera, as they head to the coast for a new challenge. We wish them all the best with their new adventure.

In picking up the reins, we welcome Wolfgang Kusel as the new Resort Operations Manager. We firmly believe that under his guidance Monateng will absolutely flourish.

We also extend a hearty welcome to Danielle Potgieter and Kelvin van Zeeventer. Danielle joins on as the Commercial Administrator for Le Fera; Le Fera will be spearheaded by Kelvin van Zeeventer and his Assistant Food and Beverages Manager, Judah Mbambo, who was promoted from Front of House Manager. So, a warm congratulations to Judah too!

We welcome all the new faces with open arms as they begin their climb to champion the Resort and create the environment for guests to make everlasting memories.



- Kelvin van Zeeventer -



- Judah Mbambo -

Your Resort Has Got Talent

One thing that consistently comes through feedback is that our valued Shareholders and all our guests love, love, love our staff. And so we thought we'd share two of the guest favourites and their amazing talents in this edition!

Ellen van der Westhuizen, who you all know and love as your Guest Relations Officer has been hiding a talent from us – her beautiful voice! Now that we are armed with this performer, we will reveal her to all of our guests. She will be singing to our hearts content as part of our new entertainment programmes. Watch this superstar!

Another one of our beloved Guest Relation Officers, **Joe Jele**, has been in service to the company for over 15 years. He has applied his trade as a Security Guard, and General Worker... to his favourite and current position of Guest Relations Officer. The guests absolutely love Joe's sharp wit and amazing storytelling ability. Joe's favourite part of his job is ensuring guests create everlasting memories at Monateng and that they enjoy the natural environment that surrounds the Resort.

Please let us know who your favourite staff members are! Then we can give you the scoop in the upcoming newsletters.

Email: yourresortstory@oaks.co.za



- Ellen van der Westhuizen -



- The Meet and Greet Braai's -



- Joe Jele -

Out and About

We know that sometimes you arrive at your home-away-from-home, and all you want to do is kick-off your shoes and just nap on your comfortable bed all week, and maybe make an appearance at the family braai once or twice. But there are just **SO** many things you and the family can get up to that we wouldn't want you to miss.

 **A NEW Mom's Night Off Menu** launched just before winter and it has already been a smashing hit with guests! Let the kiddies enjoy their yummy mac and cheese under the watchful eye of our entertainment team as they take part in a variety of activities. You on the other hand, can spend the evening breathing in the sounds and sights of the bush over a delicious three course dinner for two.

 **The Meet and Greet Braai's**, which take place every Tuesday at our Boma, have been amped up with live entertainment by VanCoet or Small Town Silhouettes or some form of fun! We'll provide the great atmosphere, salads and pap and sauce while you just roll with the good times. Don't forget to bring your own meat!

 **Take the kids on an educational Game Drive** with our Rangers. You're sure to pick up some interesting facts you don't already know. Watch their excitement levels build and little mouths form many "wows" as they spot some of the animals, such as the: warthogs, hippos, zebras, giraffe and eland.

 Spend the afternoon in the sun at the pool, the mini-golf course, dashing and diving on the volleyball court or just throw a picnic blanket and enjoy the soft grass! And complete the fun with a well-deserved ice-cream from the Le Fera Kiosk.

Where the Yumminess Begins...

With the family in tow, amble along the route from your chalet down to the viewing deck. Here you will find smiling faces ready to welcome you and other families soaking up the last rays of sunlight as it reluctantly disappears, casting the bushveld in shadow.

Spend some quality time with loved ones over a few freshly made pizzas or tuck into one of our famous grills.

The possibilities at Le Fera Restaurant and Bar are endless.



- Pizza at Le Fera Restaurant -

Entertainment Galore

Strap-on-in as we take you along for the adventures that have happened and are still on offer at Monateng. We always aim to create and provide fun-filled family-based activities to set the scene for happy memories.

 **Valentine's Day** this year had a certain je ne sais quoi about it as we celebrated our couples with an authentic French theme. Our Reception was decorated in pale pink and white and guests each received a small token from Reception. The love was palpable as our Paris themed dinner at Le Fera ended off another perfect day at Monateng.

 **The Easter bunny** sure did a bang-up job of hiding chocolate treats for the children to find on Easter morning. Some of the parents even arrived to our Sunday lunch, served at Le Fera, on a self-confessed and diagnosed "sugar high". The Easter Weekend ended-off with guests enjoying a cocktail special sundowner before getting comfortable around a cosy fire at our Boma. Everyone chatted and laughed as our band created a lively atmosphere against the backdrop of the South African bushveld.

 **The Games Room** has received a lot of attention with new board and DIY games for the family to enjoy. A few of the DIY games were created by Resort Staff using Pinterest as their inspiration! Guests must try out the new Foosball Table; let the fierce competition commence. On the topic of fierce competition, we have added a new pool table at Le Fera Bar for all guests to enjoy a serious duel, while sipping on a refreshing beverage, before/after the challenge.

 **Our Peak Season Entertainment Programmes** are designed to be fun for the whole family From Laser Tag and an Indoor Planetarium to poolside activities for the warmer summer months like: Marco-Polo, Penguin Dance and the Pebble Dive. The mini-games are a hit as chalets challenge one another to a round of mini tennis, netball or golf.

 **Meet and Greets at the Boma** are even more exciting as we regularly schedule live entertainment and other fun for guests. Performances by VanCoet and Small Town Silhouettes are on rotation so you can soak up the incredible views, seated around a crackling fire with melodic tunes transporting you to a place of utter bliss.

- Monateng Games Room -



Monateng's Decadent Hot Chocolate

(Serves Four)

The winter months with its frostbitten mornings call for fuzzy socks and hot chocolate cravings. And this year the cravings have set in with a vengeance. When you are at your home-away-from-home this isn't a problem because Le Fera Restaurant makes the BEST hot chocolate. But for the times you aren't, we have come up with this after dinner or mid-morning or anytime really treat, to satisfy every member of the family's sweet-tooth.

What you'll need:

- 3 Cups Full Cream Milk
- 1 Cup Pouring Cream
- 2 Tbsp. Icing Sugar
- 2 Slabs of Chocolate (Milk or Dark)
- Mini Marshmallows (Optional)

How to make:

Turn on the stove to a medium heat. Before placing your saucepan on the heat, whisk your milk, pouring cream and sugar together. When your stovetop has reached a medium heat, place your saucepan on it and allow it to slowly warm while you stir. This mixture must not boil; but you should start seeing small bubbles and steam form. Turn off your stovetop and add your chocolate by breaking it into pieces. This will be great fun for the kids! Slowly mix in the chocolate so that the creamy white turns into a rich chocolatey colour.

Serve in your favourite mugs with mini-marshmallows.



- Hot Chocolate at Le Fera -



Important Notices

Closure Notice

Please note that our VRS Head Office will be closed on the following days:

- Thursday, 09 August 2018 until Friday, 10 August 2018: we will open for business as usual on Monday, 13 August 2018.
- Monday, 24 September 2018: we will open for business as usual on Tuesday, 25 September 2018.

Checking-in Procedures

In the interest of safety, security and ensuring that only confirmed guests are allowed access to the Resort, you will be required to produce both the Reservations Confirmation/Guests Certification and your ID, and also to complete the indemnity form when checking into the Resort.

Guest Certificates

In the event that you are allowing, a guest must be in possession of a valid Guest Certificate which is obtainable from Head Office prior to the guest's arrival.

Levy Payments

Levies must be paid in terms of the Use Agreement and no occupation or usage of any form is allowable until the levies have been paid. (This applies to the usage, spacebanking, renting, etc. of this timeshare week.) For alternative payment arrangements, please contact Property Admin at propertyadmin@oaks.co.za

Spacebanking and Rentals

Please note that a request for spacebanking or rental must be submitted to Property Admin a minimum of five months prior to the occupation date, to enable us to process them. Please contact Property Admin at: propertyadmin@oaks.co.za

Communication

To enable us to communicate effectively, please ensure that you keep us updated regarding your current contact details, and most importantly, your email address.

Occupation Dates

Please note that Resort Calendars are linked to the school holidays, and it is vital that you check the annual calendar to ensure that you occupy the correct week.

Please refer to the 2018 calendar available on the following link:

www.monateng.co.za/docs/MonatengSafariLodgeCalendar2018.pdf

Instruction Letters

Please complete and submit your Instruction Letter to notify us that you'll be occupying your week or if you'd like to update your personal information. It can be found on our website: http://monateng.co.za/docs/MONL_InstructionLetter_2018.pdf

Until We Speak Again...

As we hit the halfway mark of 2018 and begin to move towards ending the year with a victorious bang, we would like to say goodbye for now. Until we speak again, remember to "rejoice in hope, [and] be patient in tribulation".

Happy holidaying,

Marjorie Forssman

VRS Managing Director



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