




Sudwala Chalets
 Share Block (Pty) Ltd.

SUDWALA LODGE

SHAREHOLDER NEWSLETTER
 JULY 2017

Dear Valued Shareholder

It seems as though the months roll around faster and faster every year and once again we have reached the midpoint of the year. Christmas, New Year's Eve, Valentine's Day, RCI Gala Awards, Easter and Mother's Day have already been checked off of our calendars and we are excited about the many other big days remaining in 2017. At this stage, allow us to share some news, happenings and updates with you.

CREATING THE ENVIRONMENT FOR EVERLASTING HOLIDAY MEMORIES



Your Managing Agent, RHS, is a member of Uni-Vision and as such, embraces the Vision of "Creating the Environment for Everlasting Holiday Memories" wholeheartedly. That's why your Sudwala Team is all about creating an environment where you and your family can make timeless memories and we aim to do that through the hard work and dedication of our wonderful team.



Speaking of the hard work and dedication of our staff –



Sudwala Lodge has once again attained

Silver Crown status at the 29th RCI Annual OSCAS.

This is an awesome feat as Silver Crown status is the second highest grading a Resort can achieve. We are pleased with the Sudwala Team, for their passion for the Lodge and creating the environment for the best possible holidays for our shareholders and guests.

As you drive through the Sudwala Lodge gates and think back to last year, it is fairly evident that the abundant rainfall we have received in 2017 has caused the Resort, the Sudwala surrounds, as well as the beautiful Mpumalanga countryside to blossom. Sudwala Lodge looks greener than ever and the magnificent Mankelekele Mountain looks vibrant and alive, while the Houtbosloop River looks full and teeming. With 376 mm of rainfall received from December to February 2017 – it is no wonder the gardens are looking great. We are so grateful because this has enabled us to redo a few beds and we could add more plants to the beautiful Resort gardens. If you haven't seen these additions and the Resort looking so green and lush yet, then you are in for a treat when you do.

YOUR SUDWALA LODGE “ON THE DOUBLE” REPORT!



So let's get right into what has happened since our last communication...



It is important to us that you only have the best stay at your home-away-from-home. Due to several requests and for your convenience, **we have re-opened the Sudwala Garage** again. So keeping your tank full while you explore the Sudwala Lodge surrounding attractions, and for the journey home, is easy and right at the Reception's doorstep.



At the start of the year, we decided to do a “spring”... well rather a **“summer” clean**. We inspected all the chalets, made sure that they were perfectly maintained, fumigated each unit and then did a complete scrub down, ensuring that your home-sweet-home is in mint condition.



We decided that, along with this “sprucing” up of the units, we would spruce up the Housekeeping and Maintenance Teams' skills. **We embarked on training workshops that focused on the importance of paying attention to the details and on team work** and now, besides being as friendly as ever, our staff are more meticulous than ever – paying attention to getting all the details right – and working faster and smarter as a team, making sure the units are always perfect and ready for your arrival. Taking care of every detail and working as a team will remain our focus areas this year. Through this we believe we will achieve even greater things in the months ahead.



What else is on our checklist for the year? A **petting/educational mini-farm!** We want to teach our younger guests to respect and love animals and will do so by allowing them to feed and interact with the animals, under carefully supervised conditions. We will keep you posted on the development of this initiative!



If you believe it is important to take time to relax and renew your mind, body and soul; then the following Sudwala development will have you smiling from ear-to-ear. Sudwala Lodge is **in the process of establishing its own mini-spa!** And the theme...? A cave experience! Once it is completed you will be able to receive a wonderful full body massage in a “cave”. We aim to have it finished and ready for you to enjoy by the end of July. Another Sudwala hip-hip hurray!

Sudwala Lodge will continue to identify - where possible and necessary - where we can expand, improve, or update aspects; to ensure you only have the best stay with us and that the Lodge remains the place where your heart and your best memories lie.



EAT WELL, LAUGH OFTEN, LOVE MUCH!

Le Fera Restaurant had such a successful run with the Mom's Night Off Campaign that ran on Tuesday evenings during April and May of this year! So much so that we decided to continue the campaign! If you missed it or have no idea what the campaign entails – we basically treat mom and dad to a delicious three course meal on a Tuesday night, at a set price, while we look after the kids – keeping them occupied with lots of fun, yummy food and good times. With guests loving this as much as they do, we decided that we will continue to find ways to offer our diners great value for money and fantastic experiences at Le Fera Restaurant... don't forget to check out Le Fera Restaurant the next time you visit. This way you won't miss out on Mom's Night Off or anything fun, delicious and affordable!

Le Fera Shop is also proving to be a popular convenience, with more guests preferring to buy essential items at the Shop rather than lugging them all the way from home. Don't miss their range of delicious chilli sauces, yummy treats, essential items (from shampoo, to sunscreen, to mozzie spray, to deodorant and body wash... you name it), as well as curios, activity books for kids, alcoholic drinks and more. By buying items at the Shop, you have more space to pack the lilos, pool noodles, bat and balls, rackets or whatever items you usually have to leave behind because of the limited space in your boot.

Did you know that Le Fera does weddings and functions? For a truly unique “I Do” or unforgettable event, **Phone: +27(0)71 902 1322 or E-mail: info.sudwala@oaks.co.za**





One of winters greatest indulges is a steaming cuppa hot chocolate... now if you are at Sudwala Lodge, it is simple because Le Fera Restaurant makes the best hot chocolate, or mochaccino, or any hot beverage really and then you could order their famous malva pudding or moreish fries. But for the times that you are not at your home-away-from-home and close to Le Fera...here is our secret Peanut Butter Hot Chocolate Recipe.

SUDWALA'S SECRET PEANUT BUTTER HOT CHOCOLATE RECIPE

What Do You Need To Make This Yumminess:

- 2 Cups of Milk
- 2 Tbsp. Cocoa, Unsweetened
- 2 Tbsp. Honey (4 For The Serious Sweet Tooth)
- 1 Tsp. Vanilla Essence
- 2 Tbsp. Peanut Butter/Almond Butter
(Use Sun Butter If You Can't Do Nuts)
- 1 Cup Whipping Cream, Whipped (Optional)
- Additional 2 Tsp. Honey (Optional)
- Additional ¼ Tsp. Vanilla Essence (Optional)
- Additional Peanut Butter, Melted (Optional)

How Do You Make This Yumminess:

1. Heat the milk in a pot over a medium heat (don't boil). Add the cocoa, 2 Tbsp. of honey, vanilla essence and 2 Tbsp. of peanut butter. Stir until it is the perfect temperature for you.
2. If you want the ultimate topping (Sudwala recommendation!) – thoroughly whip the cream. Once it has considerably thickened add 2 tsp. of honey and ¼ tsp. of vanilla extract. When it is combined, scoop the cream over your hot chocolate. Finish with the melted peanut butter over the top.



MORE FUN THAN A BARREL OF MONKEYS!



Sudwala Lodge understands that it is priceless for, not only you to enjoy your stay with us, but for you to see your loved ones "having a ball" too. It is for this reason that we decided to invest a lot of time and energy in our **recreation programme**. We are happy to announce that we have three full-time staff members just dedicated to ensuring you have the best time with us. So - whether you love arts and crafts, t-shirt or stone painting, "stok-braais" or more physical activities – we want to make sure you only make the best memories with us.

We love the opportunities we get to share special days and occasions with you. We will continue to bake homemade goodies for you on special occasions, surprise you where possible and ensure that we are the keeper of your best memories.



Your ultimate nature adventure awaits

We have extended our magnificent hiking trail – this is truly the best way to experience what Sudwala is all about – the beautiful mountain, the lush trees and shrubs, the beautiful and different hues of the rocks covered with moss and lichens and the views from the top are simply breathtaking (even if you are a little afraid of heights). Our knowledgeable hiking facilitators, Francois and Carien will show you the little things and the big things (and everything in between) that make this hike and climb magical. Some of our guests have even spotted the Knysna Turaco (often referred to as the Knysna Loerie) while on the hike. After the hike, or for guests that prefer to remain at the base of the Mankelekele, we have **amazing picnic baskets available**; they range in price from R40 to R70 per person. With yummy finger food, the company of loved ones and the amazing sights and sounds of the river a few feet away - a picnic is another way to truly celebrate the essence and most special things of Sudwala.

HELLO!

Ensuring Special Days Remain Special ...

We strive to really get to know you, as a valued member of the Sudwala Lodge family. That is why we love our Sudwala **Meet-and-Greet braais** with you on Monday nights; cherish our **Wednesday Bingo nights**, look forward to our **fun-filled Saturday evenings**, where we treat you to bon-fires, sherry, hot chocolate with marshmallows, "stok-bread" or movie night - enquire at Reception upon check-in for the week's events. Don't miss any of these nights of socialising the next time you visit us ...

Pssst... Did You Know?

Did you know that Sudwala has employed a brand new public/guest relations officer - Isak Viljoen.

Guests who have met him already love his enthusiasm for the Resort and eagerness to ensure they only have the best stays.



HOME IS WHERE THE STORY BEGINS



“The most treasured heirlooms are the sweet memories a family make together; at Sudwala Lodge we are privileged to be part of your most treasured moments, memories and ‘heirlooms’.”

It’s in the sound of the Houtbosloop River as it rushes over the smooth rocks. It’s about the magnificent sunrise as it spills over the Mankelekele Mountain. It’s about the lush bushveld, the different shrubs and the majestic trees that dot the landscape. It’s about the kids splashing in the chalet pools; it’s about sitting on the chalet patio with a good book or braai’ing your favourite items and listening to your family laugh. It’s about inhaling the fresh Mpumalanga air. It’s about the tranquillity, having fun with the family, experiencing nature in all of its glory and having an amazing meal - like juicy burgers, with parmesan dipped fries and thick milkshakes, or a flavoursome curry - at Le Fera Restaurant. This is the essence of Sudwala Lodge. An essence that isn’t complete without your presence.

We look forward to your visit and understand that it is a very important part of your year; a set time carefully set aside to spend with your loved ones. You deserve it, your loved-ones deserve it and we can’t wait to share it with you. So until we get to see you again... take care!

GOOD FRIENDS DON’T SAY “GOODBYE” BUT “SEE YOU SOON”!

Instead of saying goodbye at the end of this newsletter, we say “see you soon”! We are certain the second half of the year is going to be just as exciting as the first... maybe even more. May the rest of your year be a blessing, may you make everlasting memories, hang in there and remember the quote “At any given moment you have the power to say: this is not how the story is going to end”.

Warm regards

Marjorie Forssman

RHS Managing Director



IMPORTANT NOTICES

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 usage, spacebanking, renting etc. of the timeshare week.)

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.

Occupation dates: Please note that resort calendars are linked to school holidays, and it is therefore 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.sudwalalodge.com/docs/SudwalaLodgeCalendar2018.pdf

Royal Hospitality Services (Pty) Ltd



SUDWALA LODGE

w: www.sudwalalodge.com
t: 013 733 3073 | e: info.sudwala@oaks.co.za

RHS

t: 012 492 1232
e: propertyadmin@oaks.co.za

