



A PROPERTY OF LION ROARS HOTELS & LODGES

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@BukelaLodge #LionRoarsHotels

Welcome to Bukela Game Lodge

At Bukela we strive to ensure your every need will be catered to and have provided the following directory of services and information for your perusal. Should you require any assistance please do not hesitate to approach our staff who are here to ensure that your stay with us is a memorable one.

Your safety is of the utmost importance to us. We are confident of all safety aspects and our game rangers are highly qualified and competent in dealing with any emergency which may arise. Your ranger will instruct you of the rules and procedures when approaching game in a game vehicle and whilst in the bush.

Please be aware of your own personal safety at all times when traversing to and from your suite as the lodge is not fenced and we share the habitat with wild animals. Rangers will escort you to and from your suite when necessary especially in the early morning and late evening. Please do not leave your veranda and doors open when not in your room both during the day and night. There are many nocturnal animals that may be keen to join you!

We trust that you will enjoy your stay and game viewing experience at Bukela and that you will return home feeling well rested having experienced fully the tranquility of the African bush.

Should you experience any difficulty or have any queries, please do not hesitate to phone #1000.

Sincerely,
The Bukela Team



BUKELA

GAME LODGE

Important Info

Wi-fi Password	Wi-Fi is available in all rooms free of charge, the password can be found on the frame next to your bed.
Contact Numbers	Reception – #1000 or 042 235 1253 Lion Roars – 021 424 1530
Check in/ out times	Check in time is any time after 2pm. Check out time is 11am on the day of departure.

Lion Roars Story



THE PEOPLE BEHIND LION ROARS

Lion Roars is a family-owned and run company, started by the Bailey family 21 years ago. Together, we own, operate and develop boutique accommodation in our favourite place in the world: Southern Africa.

EARLY BEGINNINGS IN ZAMBIA

From humble beginnings, with a passion for conservation and Africa, big dreams, and not a lot else we started offering personalised travel to Southern Africa, with a particular focus on Zimbabwe's wildlife. We loved Zimbabwe's Mana Pools border, and this inspired the development of Royal Zambezi Lodge and the Mwambashi River Lodge.

While we, sadly, left the great Zambezi behind, the success of these lodges as sought after retreats, paved the way for the growth of the portfolio to the Eastern and Southern Cape of South Africa.

THE MOVE TO THE EASTERN CAPE, SOUTH AFRICA

We started in Port Elizabeth (now Gqeberha) with Singa Lodge, situated in the Summerstrand beachfront area. Simple, stylish and well located only a couple minutes' walk to the beach, Singa offers a quiet retreat. An eclectic mix of African and Eastern decor, with conferencing and events facilities available.

MOVING WEST - PLETTENBERG BAY

In 2007 we launched the 5 star The Robberg Beach Lodge, located right on the Blue Flag Robberg 5 beach in Plettenberg Bay. Three expansive villas, two pools, a viewing deck and an unbeatable location on Beachy Head Drive make up this unique property.

Tucked away in a quiet cul-de-sac, the quaint charm and comfort of Cottage Pie Villa, a private 4-star retreat located within The Robberg Beach Lodge, overlooks a tranquil close filled with indigenous bush and birdsong.

CONSERVATION: THE AMAKHALA GAME RESERVE

Our love of wildlife and conservation led to acquisition of a large portion of the Amakhala Game Reserve in the Eastern Cape. Hlosi Game Lodge and Bukela Game Lodge were built and opened to guests; offering warm hospitality, luxury safari accommodation and memorable Big 5 experiences. In 2013 we were presented with an opportunity to include Cape Town in our offering. The Three Boutique Hotel, centrally located in leafy Gardens offers a superb accommodation experience under the Lion Roars banner.

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EXPANDING INTO THE WINELANDS

2019 saw us opening a remarkable new property in the warm heart of the Cape Winelands. Franschoek Boutique Hotel offers 12 bespoke rooms. Its location offers unparalleled access to the town and each room is superbly and uniquely decorated with flourish and flair.



LOOKING FORWARD

December 2020 brought about a whole new kettle of fish as we opened one of our largest properties to date, the magnificent Kloof Street Hotel; with over 60 rooms including 2 show stopping Penthouses. Our on-site restaurant, The Sanctuary, offers alfresco dining on its rooftop pool deck with impressive Table Mountain views, providing a special spot in the Mother City to unwind.

In early 2022 we opened the historical Old Bank Hotel in the heart of Cape Town's city centre. Built in 1902 the elegant Old Bank is an eclectic mix of timeless Victorian details fused with striking industrial design. The true beauty of this grand old dame is the original features she still wears with grace: original wooden floors, intricate bannisters, large sliding windows and high ceilings.

2023 saw us once again begin the exciting task of expanding our footprint in Plettenberg Bay, welcoming Plett Quarter Hotel to the mix. This modern property relishes in elevated and expansive views of Plett's sparkling bay, and enjoys a convenient location on the beating heart of vibey Main Street.

The result is a portfolio of venues that we love to be in and are proud to share. While each location has its own character, the portfolio is bound by a consistently superior experience in terms of comfort, attention to detail and warm, genuine hospitality. Warm regards,

Kevin Bailey
Chief Lion

The Bukela Experience

Bukela Lodge is situated in the malaria free, 8,500 hectare Amakhala Game reserve just 45 minutes' drive from Port Elizabeth. The proximity of the coast to Bukela Lodge offers guests the opportunity of enjoying the bush and also of discovering the pristine beaches of the Eastern Cape.

Game that may be viewed include White Rhino, Cape Buffalo, Elephant, Lion, Cheetah, Serval, Giraffe, Brown Hyena, Black Wildebeest, Zebra and more than 12 species of antelope. Smaller game includes Bat eared fox, Vervet monkey, bush pig, warthog, aardvark, aardwolf, spring hair, porcupine and tortoise. A variety of snake and insect species may also be discovered.

Approximately 250 bird species may be viewed in the area including the rare African Finfoot and include many raptors such as the Fish Eagle, Crowned Eagle and Jackal Buzzard.

Flora and fauna is typically African valley bushveld punctuated by colourful wild flowers specific to the area. The word "Amakhala" is a Xhosa name given to the regal Aloes which proliferate here. With their striking orange flowers, this well-known medicinal plant grows in abundance in the reserve. Flat savannahs and riverine forests offer a variety of habitat for game and the area has 20 small dams and 17 kilometres of the Bushman's river winding through it.

From a historical perspective, Bukela Lodge offers their guests an ideal platform from which to explore and discover not only the many 1820 English and Dutch settlements in the surrounding area, but also stone age "workshops" dating back 300 000 years. The first Stegosaur skeleton (*Paranthodon Africanus*) to be documented in South Africa was discovered in the Bushman's river valley less than one kilometre down river from the reserve.

Bukela Lodge is situated in an area which was considered to have the highest concentration of game in South Africa before the hunting parties of the 1800's changed this. Continued conservation endeavours and the shared vision of "turning back the clock" has ensured that future generations will also be able to appreciate the splendour of the area.

Eco-tourism has in part ensured this, but of equal importance is the contribution guests make when visiting the area towards the development of skills in previously disadvantaged indigenous communities. This has empowered communities to achieve economic independence, a sense of self-worth and has further ensured a symbiotic relationship between man and nature.



Our Facilities

ROOM/SUITE FACILITIES

Telephone

There is a telephone in each suite for guests' use. Cost for calls may be settled on departure. Should you prefer to make use of your mobile phone, South African network providers MTN and Vodacom coverage is reasonable in specific areas of the reserve. Please ask your ranger where the best signal reception can be located.

Wi-Fi

Wi-Fi is available in all rooms free of charge. The password can be found on the frame next to your bed.

Hairdryer

This is located in either the drawer of the dressing table or in the wardrobe in your suite for your convenience.

Fireplaces

Fires may be lit in each suite. Please request assistance if necessary. We kindly request that fires in suites are not left unattended.

Bar Fridge

This is located in the cupboard at the entrance to your suite. Fresh milk for coffee and tea will be provided daily. Assortments of alcoholic and non-alcoholic beverages are available to you and are replenished regularly during your stay. The beverages in your bar fridge are part of the fully inclusive package and we will provide wine or any other beverages on request.

Hot Beverages

An automatic kettle is provided for your convenience for instant tea, coffee or hot chocolate. Coffee pod machines are provided in all rooms. Please contact the manager should you require more pods.

Linen

Extra blankets are stored in the suite cupboard. Please contact management should you have any further requirements.

Air Conditioning

Each suite is fully air-conditioned with individual remote thermostat controls.

Candles & Torch

In the event of a power failure, please make use of the candles and torch that have been placed in your suite. Please exercise caution when using the candles in order to prevent fire.

BATHROOM FACILITIES

Bathrobe

Please feel free to make use of these provided for your stay while at Bukela.

Towels

Fresh towels are made available daily.

Toiletries

Soap, shampoo and bath additives are replenished daily. The main lodge has a selection of toiletries such as toothpaste, shaving creams and razors etc should you require these.

Toilet

Please be advised that Bukela operates with a septic tank system. Kindly refrain from disposing foreign matter using the toilet.

Showers

There is an indoor and outdoor shower for your enjoyment. Our water is heated using a gas water system. To ensure a comfortable shower, please open the hot tap fully and ensure water gets hot before using the cold water tap.



Our Itinerary

Please wear warm layered clothing on game drive if possible as it can become chilly on the vehicle even in the summer months. Blankets and ponchos are always available on a drive should you require them.

MORNING GAME DRIVE

Coffee, tea, cereals, fruits & rusks will be available in the main lodge half an hour before the drive. The duration of a game drive is usually 3-4 hours long depending on the amount of time spent stationary while viewing game. Coffee, tea, bottled water and biscuits are provided en-route. Please inform your ranger should you require anything else.

Spring & Summer Months (October – March)

Morning Game Drives commence at 6:00am

Autumn & Winter Months (April – September)

Morning Game Drives commence at 7:00am

Breakfast

On returning from the morning game drive you will have 30 minutes at your disposal to freshen up before breakfast is served. This will usually be served in the main lodge or outside depending on weather conditions.

AFTERNOON/EVENING GAME DRIVES

Spring & Summer Months (October – March)

Afternoon Game Drives commence at 4:00pm

Autumn/Winter Months (April – September)

Afternoon Game Drives commence at 3:00pm.

Dinner

On returning from the evening game drive you will have 30 minutes at your disposal to freshen up before dinner is served. This will be served in the main lodge.

Please be advised that the times as stated above for game drives are flexible depending on guest requirements. Game sightings are rare in the middle of the day as animals move under cover to escape the heat and cold and game is therefore more likely to be viewed at waterholes in the early morn-

ing and late afternoon. Meal times and location are also flexible. Should you wish to enjoy a meal in privacy or on your suite deck please inform the manager in advance as we would be pleased to accommodate you.

Directory of Services

Accounts

Accounts are payable on presentation by means of cash or by recognized credit cards. Accounts, excluding your accommodation account which is payable in advance, such as beverage and laundry accounts may be settled on departure.

Banking Services

We regret that we cannot assist with the exchange of foreign currency at the lodge. Management will advise you regarding the closest banking institution to the lodge which will be able to assist you.

Car Wash

Your car will be washed before your departure. Should you require a further service during your stay, please ask management to organise for you.

Car Rental

This can be arranged. Please contact management for assistance.

Computer

A computer, as well as a printer, is available should you need it.

Food

Please inform management of any specific dietary preferences you might have. Light lunch is served between 14:00 and 16:00, before each game drive in addition to snacks provided on the drive itself.

Breakfast: choice of fresh fruit, sweet pastries, toast and jams. Bukela's talented chef will cook to your order once you have made your selection from our daily menu.

Dinner: a selection of seasonal dishes may be offered, served in a more formal setting in the main lodge.

Dress Code/Clothing

Dress code is informal. It is advisable to wear loose fitting and light garments in summer, layering clothing in winter. Sensible shoes are important in the rough terrain. A warm wind breaker jacket or jersey for game drives even in summer is a necessity. Neutral coloured garments are advisable in the bush. Sun hats, sunglasses and swimming costume are required in summer.

Fleeced sweatshirts, golf shirts, robes and caps are available for purchase from the lodge curio shop should you require any of these items. Please feel free to browse our curio shop area at any time and ask management should you wish to purchase any of the items on display.

House Keeping

Rooms are cleaned unobtrusively daily while you enjoy a game drive or a meal. At no other time will you be disturbed unless you request assistance. Our staff is always available to assist wherever necessary.

Laundry

Your personal items can be washed and ironed at a nominal fee. Please advise management for collection. Laundry bags are provided in your suite cupboard and a list of charges is provided with your laundry bag. The laundry charge will be added onto your general bill and may be settled on departure. Dry cleaning is unfortunately not offered.

Maintenance

Great care is taken to ensure that the facilities and rooms are in excellent condition. Please advise management should you experience any difficulties.

Smoking

Smoking is only permitted at the designated smoking area which is located on the gravel area below the pool. Smoking is not permitted on game drives or on bushwalks. Please take care when disposing of cigarette ends.

Wake Up Call

Please inform management should you require this service for game drives or similar at no extra charge.

Water

Our water is derived from a borehole and does not taste good as it is quite brackish, therefore, bottled water is provided for consumption during your stay.

Wine

We offer a versatile and well-appointed selection of South African wines, sparkling wines and South African Cap Classique to suit your palette. Local drinks are all part of the fully inclusive package. Accounts for exclusive drinks may be settled on departure.

Activities

ARCHERY

A ranger will show you how to use a bow and arrow. Then test your skills and accuracy in a wild archery contest. Snacks and drinks will be supplied.

R220 per person

SPA

Our therapist looks forward to welcoming you. Please let us know in advance if you would like a treatment and speak to the manager on duty about the spa list and pricing. Please find our spa menu at the back of your room folder.

BIRDWATCHING GAME DRIVE

This is a 2 to 2.5 hour drive with an experienced bird guide. It is an activity you can arrange between game drives and will afford you the opportunity to spend more time searching for birds and have the ranger explain to you in detail about their activities and habits.

R390 per person

WILDERNESS WALK (16+)

A qualified ranger will take you out on an exciting walk through the wild, not only will you be seeing the animals up close, but the ranger will explain the finer points of the fauna and flora. Minimum 2 pax required for Big 5 walk.

R1 500 per person (Big 5)

****Should you wish to do this activity by yourself it can be arranged, but note that you will be charged for 2 pax.***

NIGHT DRIVES

A ranger will take you on a drive at approximately 20h00 in order for you to view nocturnal animals, you will never see in daylight. Take home precious memories of one of the most amazing experiences of Game viewing under the beautiful African stars.

R610 per person

STAR GAZING

A qualified ranger with expert knowledge of star constellations takes you out to a safe and dark area on the reserve, not too far from the lodge and shows you what the constellations look like in our beautiful Southern Hemisphere.

R220 per person

Horse Trails

The 2024 opening of the Bushman's River underpass enhanced wildlife movement, relocating trail rides to a nearby farm. Home to giraffe, zebra, hartebeest, warthog and more, enjoy a unique 3-hour horseback adventure. Bookings require at least 24 hours' notice.

R 2 950 per person

Safety at Bukela

Security

We regret that we cannot accept responsibility for the loss of valuables left in your suite. A safe has been made available in each suite for the storage of your valuables. Please make use of this facility. In the unlikely event of anything going missing from your suite, please inform management directly. Should any item be forgotten on your departure, we will undertake to assist in returning the item to you.

First Aid & Medical

Should you require any medical assistance during your stay, please contact Bukela management. Should you require pharmaceutical supplies during your stay, we will try our best to arrange this for you. This will be for your own account. For any condition which may require a medical practitioner, please contact management.

Fire Safety

Please be aware of fire safety in your suite. Please dispose of cigarette ends cautiously as the African bush is often dry and therefore easily ignited. The lodge thatching is also flammable and although every caution has been taken to ensure your safety during your stay with us, negligence can have disastrous consequences.

A fire extinguisher is located in every suite. In the event of fire in your suite, please vacate your suite immediately and proceed to the main lodge where assistance will be summoned.

Spa Menu

Back, Neck, and Shoulder Massage

30 min: R600 / 60 min: R900

Deep Tissue Back, Neck and Shoulder Massage

30 min: R610 / 60 min: R1 080

Want to get rid of all your knots and nodules? This is the perfect massage.

Back, Neck and Shoulder Massage with Scalp or Back of Legs

45 min: R840

An invigorating back massage accompanied by either a scalp massage or a back-of-legs massage.

Pressure Point Foot Massage

30 min: R480

Have tired feet? Enjoy a foot soak followed by a relaxing pressure-point foot massage.

Full Body Massage

60 min: R1 080

A customised body massage designed to relax, detox and revitalise your mind, body and soul.

Relaxing Full Body and Scalp Massage

90 min: R1 440

Enjoy a relaxing full-body massage, including a deeply soothing scalp massage.

Deep Tissue Full Body Massage

60 min: R1 200

Experience an invigorating massage with deep-pressure movements to release tense knots and nodules.

Deep Tissue Full Body and Scalp Massage

90 min: R1 800

A deep-pressure massage to release knots, combined with a pressure-point scalp massage for total relaxation.

Cranial Healing

60 min: R1 200

Enjoy a relaxing back, neck and shoulder massage followed by a scalp and facial massage that relieves muscle tension and breaks down knots and stiffness.