

NGWENYA LODGE

SHAREHOLDER NEWSLETTER DECEMBER 2018

Dear Valued Shareholder

As the Festive Season descends on us, and summer is in full swing and with it the warm weather we have come to associate with this time of the year, we ask ourselves: what is it that makes this slice of paradise so special to our Valued Shareholders? How is it that so many families find themselves elated arriving at our gates, and refreshed and eager to return, as soon as they leave? We are firm believers that Ngwenya Lodge holds a special place in our and your hearts because of its balanced blend of: unique wildlife experiences, cosy accommodation, wonderful facilities, a family-friendly atmosphere, and our hospitality that allow you and the family to create everlasting holiday memories. We can barely believe that 2018 will soon be in the rear-view mirror and it is during this time that we sit, look back and reflect on all that has come to pass. Allow us to once again expand on the latest happenings at your Ngwenya Lodge.

Improvements which Make your Home-Away-From-Home Better and Better...

Our dedicated team have been hard at work ensuring that your Resort is in tip-top shape, looking for spaces to fill, and listening to feedback from all our visitors to ensure that Ngwenya Lodge is, and will forever be, your "Jewel at the Kruger."

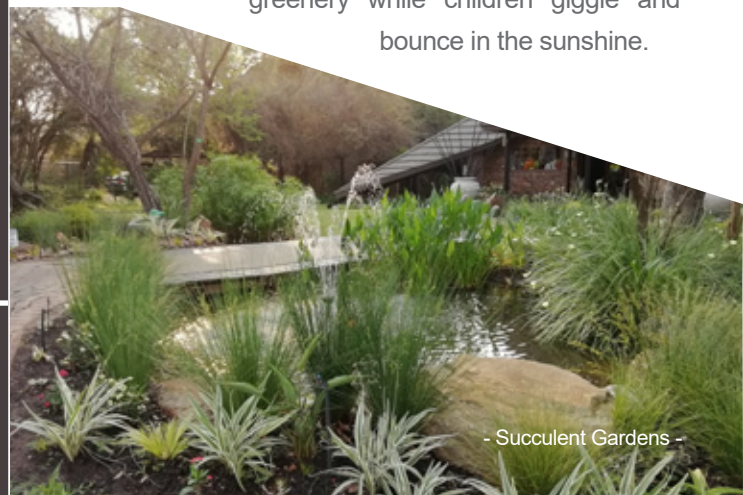


This past year we have experienced a fair amount of storms, hail, drought and other severe weather conditions, which have impacted on our gardens. **We recently planted several new succulent gardens**, which we believe

will fare well in countering Mother Nature's challenges and they are looking great! Additional pots, water features, non-water features, stones and plants have also been added to the gardens.



Our gardens were not only filled with an array of succulents and other elements, but we've also included something for the kiddies to enjoy on the grassy banks – a **new jumping castle!** Now families can enjoy the greenery while children giggle and bounce in the sunshine.



- Succulent Gardens -

That's not all that's received an attentive touch under the bright blue skies at the Resort. **Our mini-golf course is a crowd-pleaser of note** and we wouldn't want any of our guests to miss out on a fun challenge with family or friends. Due to natural decay, and being exposed to the environmental elements, we've opted to renovate the course. This process commenced in October this year and will be completed before the December School Holidays.



Our clean and clear swimming pool water is almost as blue as the clear skies at Ngwenya lately, and we've **launched many water projects across the grounds**. Since we last caught up, all the Resort's swimming pools, including the Reception, **HB04 and HB36 pools have been re-marbled and received new steps and tiles**. Each swimming pool has also been fitted with depth indicator tiles as per OHS (Occupational Health and Safety) requirements. The Hippo Bend Reservoir has also been attended to and has received a new floor and steps at the pump house entrance. This improvement was made due to soil erosion and the uneven surfaces. The quality of the water to our reservoirs has also drastically improved since all supply pumps, including HB36 extraction pump, HB supply pump and 230 supply pump received metal cages. The supply pumps have also been floated to prevent them from pumping silt into the holding tanks.



From outside to in, the Ngwenya team have been busy-busy-bees. Earlier this year we undertook to **replace the curtains, blinds, cushions, pillows and bedding of each unit – 194 units to be exact!** We are pleased to announce that every unit is refreshed, and feels "homely" and updated. Shareholders and guests are expressing their delight at these changes and if you have not yet seen them for yourself, we are sure you'll agree these subtle touches really tip these spaces over-the-top. Units 88, 54, 57, 358, 003, 441 and 239 have also received a colour change to match the new curtains, scatter cushions and throws, with the furniture being refurbished and stained accordingly. Only 182 units to go with the colour change which was chosen by Jayvac (a professional interior design company) – let us know what you think!



While the units were undergoing these improvements, we identified a space which was in need of some special attention – **the guest's lounge!**

The lounge area is brand new, complete with ample seating, a bathroom for disabled persons as well as a family room with baby-changing facilities.



We most certainly did not forget about the bigger kids while caring for our little ones! Not only have our **pool tables been refitted** with better cloth and rebalanced, but step into the **games room** and smell the fresh Night Blue paint with cartoonish hand-painted galaxy elements. It's a whole new world!



Speaking of Aladdin's "a whole new world"... Disney has paid Ngwenya Lodge a visit! Our fresh, **newly painted Peek-a-Boo Board** features the Mickey-Mouse gang making a visit to the Lowveld and was sketched and painted by our very own: Cyprian Themba, Witness Mhlongo and Monique Steenkamp. Don't forget to take your family portrait here on your next visit!



We're always sad to say goodbye to any of our guests and it's for this very reason that we've implemented a **fun sign at the main gate to greet guests as they are leaving** and wish them a safe journey home.

Moving swiftly towards the end of the year, there are still plans in progress to give attention to the reupholstering of all sofas as well as to replace lampshades in the units. But we'll be sure to include these, and other projects, in your next Newsletter!



- New Guest Lounge -

- Jungle Gym -



- Upgraded Units -

- Games Room Upgrade Underway -



- Gardens & Landscaping -



- Easter Celebrations in Reception -



- Mini-Golf Renovations Underway -

A Note from the Chairman – Top Highlights of 2018

2018 is quickly coming to an end, and we look forward to moving into 2019 with you, our Valued Shareholders. This year has been filled with exciting changes, and our positivity remains high at moving hand-in-hand with you into the future!

Annual Budget Increase Announcement:

We as your Board of Directors understand that there is ever-increasing pressure on you, our Valued Shareholders, in meeting your levy obligation and we as the Board of Directors, together with VRS, are annually in a fine balancing act to keep our increases as low as possible and to continuously provide you with well-deserved, quality holidays. The annual budget increase of 0.84%, is the minimal amount in our struggling economy, and was announced at the ASM on the 5th of October 2018.

New Sewerage System

Water is life, and you will further note from the minutes that we are in the process of replacing the sewerage system at the Resort. As stated in the Newsletter sent out earlier in the year, the replacement system will be more efficient, and final discharge can be recycled and used for gardening and even irrigation of agricultural crops. The sewerage plant is designed in such a manner that a further filtration system can be added later so as to discharge drinkable water. The replacement sewerage plant will not be erected at the same site as the present plant, but instead on an adjacent property thus moving it further away from the Crocodile River that could pose a threat, should the plant malfunction for any reason. A servitude in favour of

Ngwenya will be registered over the property protecting Ngwenya's rights to the replacement plant. Please note that we, as the Board, do not plan special levies to fund this project as it will be funded from the reserves.

Chairman's Line:

You will note from the minutes of last year's Annual Shareholders Meeting that we endeavoured to set up a Chairman's contact line should the Resorts first line of communication, this being Front Desk Management at the Resort, not be successful. You can contact the Chairman on: chairman.line@ngwenya.co.za.

In Closing:

I would like to thank my fellow Directors, VRS, and all their staff for their contributions and commitment to Ngwenya Lodge over the past year. The Board of Directors want to thank our dedicated Resort Staff as they make our Shareholders and guests feel welcome and ensure that our Resort remains extremely popular. We hope that this correspondence provides you, our Valued Shareholders, the confidence and encouragement to pay levies diligently and annually, on time, so that the increases can be kept at a minimum rate. We look forward to another successful year with you all!

Kind Regards,
Mr J. van Niekerk
Chair



- Sunset On The Le Fera Deck



- Ngwenya Locals Sighted From The Le Fera Deck -

Your Jewel Shining Bright!

Ngwenya Lodge is always striving to be the best-of-the-best in everything we do. From entertaining the kids with great activities, to providing guests with picturesque accommodation on the banks of the Crocodile River – we're always looking to provide you, our Valued Shareholders, with only the best!

Our hard work paid off this year as we claimed victory and placed **First Runner Up in the Gold**



Crown – Large Resort category at the Annual RCI OSCAS, the benchmark in the industry.

It was all systems go for the 2018 Lilizela Tourism National Awards Ceremony held on Saturday 17 November, at the Sandton Convention Centre.



The Lilizela Awards recognise and reward individuals, Resorts, and key players in SA tourism industry that place our country high as a must-visit tourist destination, as voted by the public and a panel of 28 expert Judges.

And naturally, Ngwenya Lodge had to make an appearance!

Not only did Ngwenya receive the **Provincial Award for the top Four-Star Self-Catering Resort, as well as the Top Wildlife Experience in Mpumalanga... Ngwenya won as the National Visitors Experience Award - Wildlife Encounters!** Congratulations for this prestigious award!



Ngwenya Lodge was very excited this year to also receive a **Certificate**

of Excellence on TripAdvisor – thank you to all of our lovely followers and guests who review our Resort and hold it in such high esteem.



- Ngwenya's 2018 Lilizela Tourism National Awards -



Ngwenya's Everything-But-The-Kitchen-Sink Rusks!

What is a more South African tradition than waking up in the morning, brewing a fresh cup of dark and glorious coffee and sitting outside, or cuddled up lazily in bed, snacking on and dipping rusks? We'll wait. Can't think of anything? There aren't that many! These rusks are packed with fibre and baked until deliciously dense and crunchy, perfect for making before your visit and bringing them along to enjoy riverside at the hides...

What you'll need to make them

- 4 Cups Whole-Wheat Flour
- 1 Cup Light Brown Sugar
- 1 Cup Jungle Oats
- 2 Tbsp Baking Powder
- 1 Cup Oat Bran
- 1 Tbsp Cream of Tartar
- 1 Cup Nature's Source Molasses Bran
- 1 Cup Melted Coconut Oil
- 1 Cup Desiccated Coconut
- 2 Cups Buttermilk
- 1 Cup Pumpkin Seeds
- 2 Large Eggs
- ½ Cup Skin-On Raw Almonds
- 1 Tsp Vanilla Extract/Essence
- ½ Cup Raisins
- 1 Cup Tepid Water

STEP 1: Pre-heat your oven to 180°C and grease a standard baking tin.

STEP 2: In one large bowl, mix all the dry ingredients together, and in another, whisk the wet ingredients.

STEP 3: Thoroughly stir the wet mixed ingredients into the dry ingredients and add small splashes of water if it is too dry and dough-looking. Your mixture should be a thick batter. Spoon this mixture into your baking tin and pop it into the oven.

STEP 4: Bake the rusk mixture for approximately an hour, or until an inserted toothpick comes out clean. Once cooked, remove from the oven and allow to cool completely.

STEP 5: Don't turn the oven off just yet! Lower the temperature to 100°C; slice up the rusk cake into desirable sizes and place them onto a large baking tray. They should not touch one another, but rather have a small space surrounding them so they can dry out evenly.

STEP 6: Place back into the oven and leave them there overnight, or for approximately eight hours before storing them in airtight containers – ready to be popped into the car to be enjoyed at Ngwenya!

Inspired by BBCSouthAfrica.com

Ngwenya's Biggest Fan?!

YOUR RESORT STORY SECTION:

We have been tickled pink by this lovely testimony sent in by Jan Olckers and his lovely family who have been visiting Ngwenya Lodge every year for 16 years! These types of stories are what we love to hear, and it warms our hearts to know that families, like this one, appreciate our holiday destination and the authentic bushveld experience we aim to provide. Read below in Jan's words:

“Our first visit to Ngwenya Lodge was in 2002, and even though it was just for a weekend, we stayed in a dam-view unit, and my whole family instantly fell in love with the resort. **The question was not whether we would return but rather when. Over the last 16 years, we have returned 22 times and will definitely be returning many more times in the years to come.** We have also introduced the resort to family, friends and colleagues who have all shared our love for the resort and its ideal location.

What makes Ngwenya Lodge unique? Is it the lovely view over the Kruger Park, the atmosphere, the units, the personnel at the resort, the lovely bird life, the activities and amenities at the resort, the interesting people we have met over the years? Perhaps it is a combination of it all.

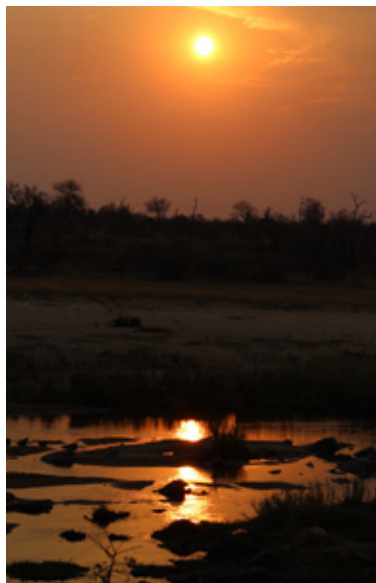
To look across the Crocodile River into the Park or to go for a drive in the Park is a real privilege. Although, it is often not even necessary to drive into the Park, as **we have viewed the so-called Big Five from the comfort of our chalet on numerous occasions. On our most recent visit, we saw five lions, six rhinos and two elephants** (along with a number of other wildlife and bird species) within hours of our arrival.

We can even recall the days before the electric fence was erected, when it was not unusual to have an elephant in the resort on a daily basis as well as hippos and crocodiles in the dams.



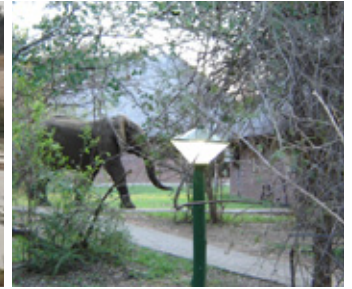
Ngwenya's units are all well designed and the furniture, linen and curtains are of excellent quality. **We have always appreciated the innovative changes throughout the years,**

such as: the re-designed entrances and kitchens as well as the Harvey tiles on the roofs, which lessen the danger of fires without compromising the aesthetic views. Our children and other family members and friends had hours of fun on the mini golf course and



in the six public swimming pools, all of which have also been well maintained and beautifully upgraded throughout the years.

I can only imagine what it takes to keep 194 units as well as all the beautiful gardens clean and maintained week in and week out



throughout the year. It makes it easy to understand why the resort can brag about the many Gold Crown Awards it has been honoured with through the years.

All three of our children have such special memories of Ngwenya Lodge. Our eldest daughter got engaged at the resort in December 2012, our youngest daughter met her boyfriend there for the first time in December 2013, and our son, who is a Veterinarian and absolutely loves the bushveld and wildlife, has always loved using Ngwenya as a base for his many excursions into the Park, given the close proximity of the Crocodile Bridge Gate.

We only have praise for the staff at Ngwenya: from the management team, the reception, restaurant and maintenance personnel, the gate guards and the ladies at the kiosk, shop and massage parlour. We still value the care and support we received when our beloved brother-in-law passed away at Ngwenya two years ago.

Although we reside in Gauteng, we drive the 450km to Ngwenya with pleasure, any time of the year.

We can really recommend Ngwenya Lodge as a holiday destination.”

Jan Olckers and family

Our Team - Dedicated to You

Our team has to be a well-oiled machine: well-equipped, and with a passion to serve, to ensure that Ngwenya Lodge remains close to the hearts of you all, our Valued Shareholders. We couldn't be more ecstatic about the wonderful, dedicated and passionate people who have joined the Ngwenya Lodge family!



Housekeeping

Have you met the awesome team that keeps your unit sparkling for each of your visits?

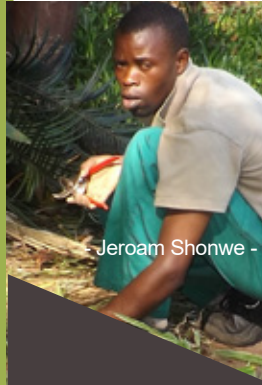
Ruan Smit is the latest addition to this department and leads the group as our new Housekeeping Manager! His right-hand man and Assistant Housekeeping Manager is **Thoko Sibambo**. Their merry band of supervisors includes: **Dudu Ngomane**, **Florah Nyambi**, **Idah Khoza**, **Delisile Ntiwane** and **Busie Mdaka**. They are constantly flitting around the Resort to make sure each and every unit on the property is kept clean and tidy!



Maintenance

The Maintenance Team are readily available to help guests with: leaky taps, bugged windows and anything they may need assistance with.

The Team worked extremely hard this year and their dedication is clearly visible in the lovely reviews we've received from our guests. The team is made up of: **Thomas Mbukasi**, our Assistant Maintenance Manager, and **Solly Mlimi**, our Maintenance Supervisor. *"Maintenance was very swift the 2 times it was necessary. Everything met with our expectations as usual."* – Guest on TripAdvisor



- Jeroam Shonwe -



- Andrew Mazibuko -



- John Macamo -



Gardens

As you travel through the Resort, from

the entrance with its impressive gardens and features, through to the flowerbeds surrounding each unit, one cannot help but take pleasure in the beautiful sights of the gardens and appreciate them in all of their magnificence. The Gardening Team is always hard at work to make sure our gardens stay lush and beautiful year-round. **Meet our Supervisors! John Macamo, Andrew Mazibuko and Jeroam Shonwe.**



Games Room

This year the Games Room underwent a complete make-over, and we love the beautiful galaxy-themed space

for our guests to have fun in. The Games Room Staff rolled up their sleeves and created this imaginary world especially for the younger guests! The team is managed by **Monique Steenkamp**, our Head of Department and Public Relations Officer, as well as **Cyprian Themba** and **Witness Mhlongo**. These passionate individuals make-up the wonderful entertainment programmes for everyone to enjoy on holiday!



- Cyprian-



- Witness-



- Monique-



- Andrew At Work -



Swimming Pools

Komatipoort is no stranger to the scorching summer skies and our swimming pools gleam and invite guests to cool down and refresh throughout their stay. Around the same time that our renovations were being done, **Andrew Mbogodo** joined the Ngwenya team. His dedication within his position and his service and friendliness towards our guests represents Ngwenya and the values we stand and strive for.

We are so grateful to have such lovely staff members who work hard, and go beyond the call of duty to provide our guests with the best possible stay at Ngwenya Lodge. Thank you to each and every one of you!



- Kids Entertainment -



- New Guest Lounge -



Matchless Views and Delicious Bites at Le Fera...

Each year Le Fera Restaurant and Bar ushers 1000's of visitors through its doors to not only feast on any number of our tasty dishes, but to also feast their eyes on the abundant wildlife that make their way to the river. Families share three-course meals while watching the crocodiles wade through the water, couples indulge in desserts as the hippos move from the cool water onto the banks to graze, and avid game-viewers sip on cocktails while large herds of buffalo or elephant make an appearance.

The themed menus, great activities and general Le Fera vibe increase drastically as we close in on the Festive Season – 2018 will be no different!

Visit <https://www.ngwenya.co.za/index.php/en/ngwenya-resort-facilities> for more information on this year's celebrations!



- Le Fera Dessert -



- Le Fera Staff At Easter -



Rhino Coin, a cryptocurrency with a conscience, defined to conserve our rhino.

You can become a guardian of the rhino and benefit from it in more ways than you can imagine!



www.rhinocoin.com

CORNUEX

www.cornuex.com

Make a difference and stand a chance to

WIN a tropical-style getaway for two for nine nights!

Go to goo.gl/fe1bby to find out more



Have you heard about Rhino Coin, the new cryptocurrency with a conscience?

Rhino Coin is a cryptocurrency that is being hailed as “a creative mechanism to add value to rhino horn without actually trading physical horn”. It’s a cryptocurrency with a conscience, established to provide a sustainable source of income to help protect and conserve Rhino. Rhino Coin is Crypto-Conservation! Compared to other cryptocurrencies, the difference is that this currency is underpinned by real “blood free” rhinoceros horn.

Important Notices

Please note:

The VRS Head Office will be closed from the 17th of December 2018 to the 03rd of January 2019. We will return for business as usual on the 04th of January 2019.

End 2018:

From the 18th to the 20th of December there will be skeleton staff available to deal with urgent enquires; however, we do expect high call volumes and ask that you please contact us before then for general enquires.

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.) For alternative payment arrangements, please contact Property Admin: 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: 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.

Resort Calendars and Resort Instruction Letters:

Please refer to the 2019 calendar available on the following link:

[https://www.vrs.co.za/docs/2019/calendar/](https://www.vrs.co.za/docs/2019/calendar/NgwenyaLodgeCalendar2019-Module.pdf)

[NgwenyaLodgeCalendar2019-Module.pdf](https://www.vrs.co.za/docs/2019/calendar/NgwenyaLodgeCalendar2019-Module.pdf)

Resort Instruction Letter 2019: <https://www.vrs.co.za/docs/2019/instruction/NgwenyaInstructionLetter-2019.pdf>

VRS Website:

Be sure to take a look at our website with a dedicated owner's page for our Valued Shareholders where you can download Calendars, Instruction Letters and Use Agreements. An exciting feature has launched too! VRS Options: We've secured you a multitude of other destinations through some of our partners to give you more holiday options. Visit www.vrs.co.za, click on Resort Shareholders and select VRS Options Info to find out more.

As we close the chapter on another magnificent year, we take one look back before placing it up on the shelf. Back to the year's celebrations, back to the success we've seen and the families we've hosted. And as we gaze into the haze of 2019, give thanks for a wonderful year and for the opportunity to celebrate it. We are most grateful for the wonderful year we have shared with all of you, our Valued Shareholders, and we look forward to the New Year.

As we sign off, remember, as we look forward to the year-end celebrations, that, “The love of family, and the admiration of friends, is much more important than wealth and privilege.” – Charles Kuralt.

Season's Greetings!

Marjorie Forssman

VRS Managing Director



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