



# Hillcrest Guide

## 93 Walkersons Estate



TOURISM GRADING COUNCIL  
OF SOUTH AFRICA  
*Quality in Tourism*



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Annexure A – Estate Map

Annexure B – Estate Rules

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## 1. Introduction

Welcome to Hillcrest and thank you for choosing our house as your retreat. Hillcrest is the second house in our Upwood Guesthouses Collection – a collection of four houses on the Walkersons Estate. We trust that you will have a wonderful time and that you will return home safely and refreshed. We aim to provide you with all amenities and services to make your stay unforgettable. This guide is a comprehensive document to be used as a reference for all information you may require.

The Collection derives its name from the name of the manor house in which my great grandfather, Wilfred Cawood, lived in the Eastern Cape Karoo town, Jansenville. He was the lawyer in town and legend has it that Upwood became the centre of social events and high society parties in the region. I hope that your time spent at Hillcrest will create pleasant memories for you, your family and friends, leaving you with a sense of nostalgia.

## 2. Directions to Walkersons Estate

Take the N12 from Johannesburg and the N4 from Pretoria to Nelspruit. Turn left at the Belfast turnoff. Turn right at the 5<sup>th</sup> Stop Street onto the R540. Continue for approximately 33 km to Dullstroom. Pass through Dullstroom towards Lydenburg. Approximately 10 kilometres outside Dullstroom, turn right at the entrance of Walkersons, clearly indicated on your right. Follow the winding road towards the security gate to the Estate.

GPS coordinates of security gate: S25°21.185 E30°11.602

## 3. Collection of keys

Keys will be at Hillcrest or at the security gate, should you arrive after 18H00.

## 4. Entry at the gate

The security guards at the gate are stationed there for your security. Please present your Booking Confirmation and driver's license for scanning at the gate. You may also be requested to complete a fishing form. This form is used by the Estate to gather data on the number of trout in the various dams.

## 5. Directions to Hillcrest

At the Security Gate, continue along the winding road and take the first turnoff left (hairpin turn). Continue until you get to a T-junction and turn left. Hillcrest is the second entrance to your left. See map attached as Annexure A.

## 6. Arrival and stay at Hillcrest

### a. Upon arrival

Upon arrival, you will be greeted by our butler, Beaton who will introduce himself and assist with your luggage. You will also receive a complimentary welcome beverage and be taken on a tour of the house. Complimentary toiletries and tea/coffee are supplied to enjoy during your stay.

If you arrive on a cold day you will be welcomed by a cozy fire. We supply a lighter, fire starters, kindling and firewood. We can also assist with Citronella candles and insect repellent.

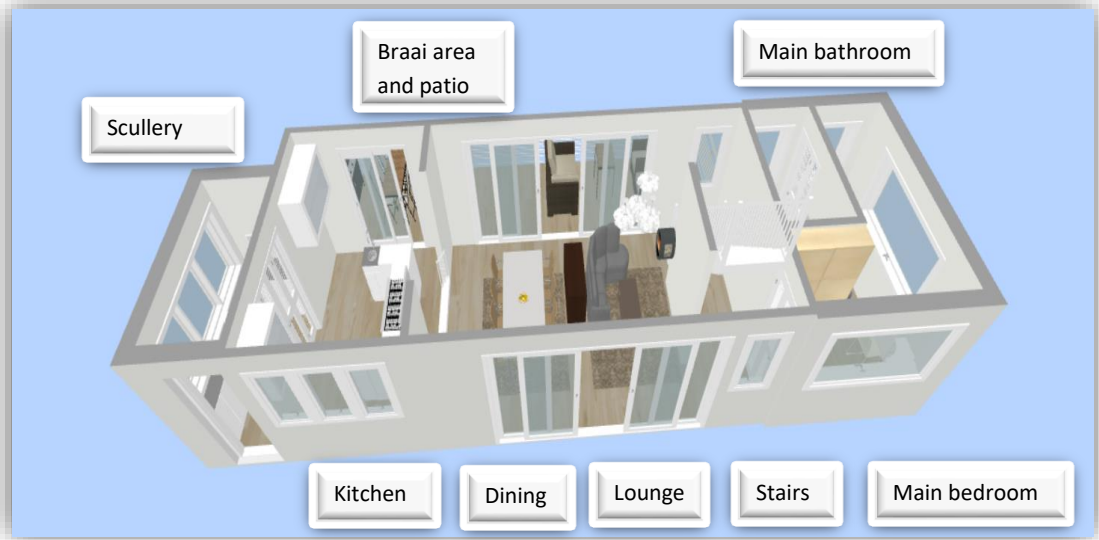
The house is fully equipped with all you may need to make your stay enjoyable including multiplugs, hairdryers and flashlights.

### b. House layout

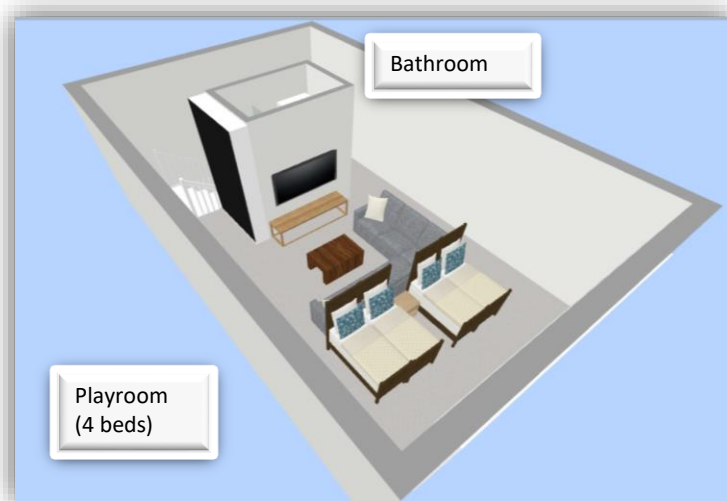
The house layout is explained in the drawing on the next page (Fig 1). You should also be familiar with the house layout after your tour of the house.

In case of emergency, please use the door closest to you (for exiting the house). Fire extinguishers are placed in the kitchen and on the patio. Please only use these in case of emergency.

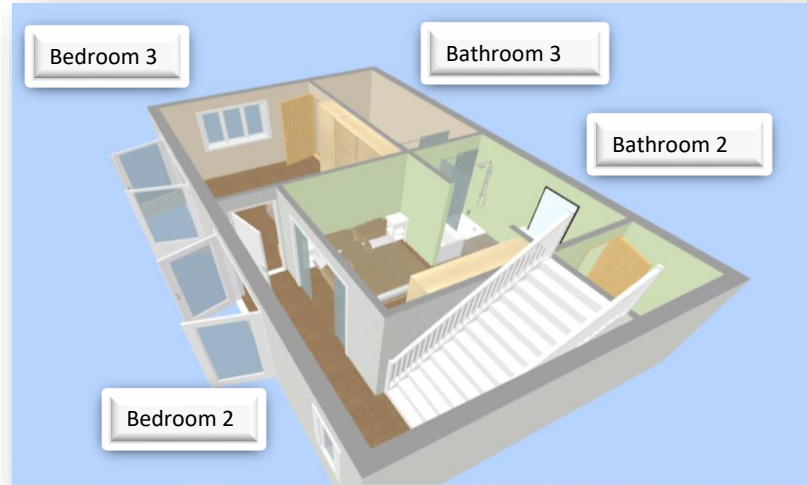
Fig 1 House layout  
*Ground floor*



*Upstairs*



## *Downstairs*



For a 3D 360° walk through the house, please visit <https://my.matterport.com/show/?m=xaUceP7g13y>

### c. 'How to' guides

#### i. Televisions

There are three flat-screen televisions located in the house. The main television is in the TV room, the second in the pajama lounge upstairs and the third is in the main bedroom. All these television sets have remote controls and should be operated with these controls ONLY.

The only applicable buttons would be the following:

- On/off switch (red button at the top right of the remote)
- Volume (the volume button is indicated with a volume sign)

If the remote is not working the batteries probably need to be replaced. Please ask one of the cleaning ladies or our butler to provide you with spare batteries.

#### ii. DSTV

There are three DSTV decoders. Each decoder has its own remote. Please operate the decoders with the designated remote controls only.

If you experience problems, try to reboot the decoder.

If the remote is not working the batteries probably need to be replaced. Please ask one of the cleaning ladies or our butler to provide you with spare batteries.

### iii. Morso fireplaces

The house is equipped with two Morso fireplaces. Please ask our butler to assist you with making a fire. If he is not available, please follow the instructions below:

#### Step 1: Build your fire

Place a 5cm x 5cm piece of fire starter at the bottom of the fireplace. Break it into 4 pieces and cover it with kindling.

#### Step 2: Lighting your fire

Light the fire starters with the lighter. Keep the door of the fireplace slightly ajar.

#### Step 3: Maintaining the fire

As soon as the fire reaches a high temperature, add bigger logs one at a time. Keep the door ajar. If you want to move some of the ambers, please do so with the tongs provided.

#### Step 4: Putting the fire out

To extinguish the fire, simply close the door to the fireplace completely. The fire will burn out. Please do not use water to put the fire out.

The fireplace gets very hot and should not be touched while it is burning. Any material touching the fireplace will melt.

### iv. Gas barbecue/braai and gas stove

The gas braai and gas stove are connected to gas bottles. Please let us know if you run out of gas.

To switch the braai and the stove on push the knobs and turn the dial to release the gas. Pressing the knob will ignite the gas by way of a built-in firelighter. The firelighter does not work during a power outage.

Our butler will show you how to operate these.

### v. Dishwasher

The dishwasher is set on the optimal setting. Please do not change the settings.

All cutlery and crockery should be rinsed before being placed in the dishwasher. Use one dishwashing tablet per wash. Close the door until it clicks and press the start button.



The light will indicate when the cycle is complete. The cleaning ladies can assist with operating the dishwasher.

#### vi. Washing machine

Please ask one of the cleaning ladies to assist with any washing.

#### vii. Tumble dryer

Please ask one of the cleaning ladies to assist with any drying.

#### d. Power outages

There are power outages on the Estate from time to time. Emergency lights are provided in case of a power outage. If you want to check the main electricity board it is located in the scullery by the basins.

#### e. Cleaning services

We provide a complimentary daily cleaning service. To ensure that our housekeeper does not disturb your stay, cleaning services are scheduled for one hour between 10H00 and 13H00.

Should you have any special requirements regarding cleaning, please liaise with one of the cleaning ladies.

#### f. Reporting problems

Please report any problems to the butler, Beaton, or to the relevant contact persons indicated below under item 14 Contact numbers. We will do our best to address these as soon as possible.

### 7. House rules

We would like you to enjoy your stay. We take great care in ensuring that the house is fully maintained and cleaned. To enable us to maintain this standard, we request that you adhere to a few simple rules.

- The maximum number of people occupying the unit is eight.
- No sleeping on couches.
- No parties, gatherings, or functions for guests other than those occupying the house may be held on the premises — unless by prior arrangement.
- No unruly behaviour will be allowed.

- No loud music after 10 pm. Noncompliers may be asked to leave immediately and without any refund.
- Should TV sets, electrical appliances, electricity supply, water supply, or any other facility/ appliance become faulty during your stay, please report it as soon as possible.
- Pets are not allowed under any circumstances.
- No furniture may be moved around in the house.
- A checklist will be compiled upon on your departure and costs pertaining to any missing, broken or damaged items and the cost may be recovered from you.
- Guests may check in from 14h00. Check-out is at 10h00 unless prior arrangements have been made.
- NO smoking in the house.
- If we feel that the house is being purposefully damaged, abused, destroyed — or you are not abiding by the house rules, estate rules or any of the conditions stated above — we may ask you to leave, forfeiting your entire rental.

## 8. Estate Rules

The Estate Rules are attached as Annexure B to this document. Please adhere to these rules at all times.

## 9. Things to do on the Estate

The estate offers a number of activities namely:

- Walking trails
- Mountain biking
- Spa
- Fly fishing
- Restaurant
- Horse riding

There are walking trails next to the river (with paved walkways). There is also a walking trail indicated on the Estate Map, attached as Annexure A.

Mountain biking is allowed on the estate, so please bring your own mountain bike or contact the Walkersons Hotel for bike rentals. The telephone number for the hotel is indicated under item 14. Contact numbers.

There is a spa located on the estate. Please contact the Walkersons Hotel to make an appointment.

Fly fishing is the main attraction on the estate and there are 13 dams to choose from.

The restaurant at Walkersons Hotel offers breakfast, lunch and dinner. Please contact the hotel directly to make reservations.

Horse riding is located next to the spa. Please contact Dave to book a ride (see item 14 Contact numbers).

## 10. Things to do in the area

There are a number of activities available in the area. For ease of reference:

- Clay pigeon shooting and Archery  
[www.lomascreek.co.za](http://www.lomascreek.co.za)  
0837326332  
[info@lomascreek.co.za](mailto:info@lomascreek.co.za)
- Birds of prey centre  
[www.Birdsofpray.co.za](http://www.Birdsofpray.co.za)  
0828994108  
[info@wildlifesos.co.za](mailto:info@wildlifesos.co.za)
- Whiskey Tasting  
[www.wildaboutwhiskey.com](http://www.wildaboutwhiskey.com)  
0132540066
- Golf  
[www.highlandgate.co.za](http://www.highlandgate.co.za)

## 11. Culinary delights

We offer meals upon request. Annexure C includes our menus and pricing. Please note that if you would like our butler to prepare breakfast or dinner, you need to arrange it in advance.

### Restaurants and coffee shops in Dullstroom:

- Waffle & Co  
Hours: 8:00 – 16:30  
Call: 0849531313
- The Mayfly  
Hours: 10:00 – 23:00  
Closed on Tuesdays  
Call: 0846194946

- Pickles & Things  
Hours: Sun - Thur: 07:00 – 17:00  
Fri & Sat: 07:00 – 22:00  
Call: 013 254 0115
- Harrie's Pancakes  
Hours: 08:00 – 17:00  
Call: 013 254 0801
- Rose Cottage  
Hours: 07:00 – 17:00  
Call: 013 254 0218
- Mrs. Simpsons  
Hours: Mondays to Thursdays 06:00 – 22:00  
Fridays 11:00 – 14:00 and 17:00 – 22:00  
Saturday 12:00 – 22:00  
Sunday 06:00 – 17:00  
Call: 013 254 0088
- Walkersons Hotel  
Hours: 08:00 – 21:00  
Call: 013 24 7000

## 12. Departure

Should you require assistance on the day of your departure, our butler is available from 8H00 onwards. Please make arrangements with him prior to the date of departure.

### a. Keys

Keys are to be left with our butler. Should you depart before his arrival, please leave the keys with the guards at the security office at the entrance to the estate.

### b. Visitor's Book

To assist us in catering to guest needs, we kindly ask that you sign our visitor's book and state your comments or recommendations.

### 13. Staff

We have a number of staff members focused on making your stay enjoyable and relaxing. Please feel free to ask any of them should you need assistance around the house.

You may offer them a gratuity (payable to them directly), should you be of the view that this is merited.

### 14. Contact numbers

#### UPWOOD STAFF:

Butler	Beaton	060 352 3628
Owners	Morne/Mientjie	082 655 5535

#### ESTATE:

Security Manager	Wim Badenhorst	082 456 6401
Estate Manager	Tobie van Niekerk	079 993 2490
Operations Manager	Julius Moakoane	083 937 0215
Walkersons Hotel	Reception	013 253 7200

#### MEDICAL:

First Aid:	Wim Badenhorst	082 456 6401
Ambulance	Private – Netcare	082 911
Ambulance	Government	10117
Dr. Jan Cronje (08H00 – 17H00)	Belfast	013 253 0887
Lydenburg Medical Centre (24 Hours)	Lydenburg	013 235 2205/6/7
Midmed Private Hospital Middelburg		013 283 8700