

Dear Friends,

It's hard to believe that the first months of 2010 have already come and gone! We have been busy with our regular guests returning for their annual visits, as well as new guests who had some lovely comments about our Resort:

“Just a word to say thank you for the excellent service we received at Sondela. You can be very proud of your staff members as well. We have visited Sondela for the first time on the weekend of 19 – 21 February 2010 and what a surprise!

All the help we received when we arrived and the friendly welcome was superb. When we looked around for something we needed or something we wanted to know, there were staff members approaching to help and show us around, or get what we needed. The weekend was too short for all the interesting activities you provide.

We are regular campers and this was the first time we had this experience.

We went on the game drive and they told us so many interesting things! The clean bathroom/toilet facilities were outstanding.

The wash and go carwash was a big surprise to us! Keep it up - we will definitely tell all our friends and family as well as people that cross our path about this stunning resort.”

Easter and the first school holiday for 2010 are just around the corner, so anyone wanting to visit during this busy time, must please book early to avoid disappointment. The Soccer World Cup 2010 rates have been finalized. Please call Reservations on 014 736 8900 to make your booking and receive more information about the requirement for World Cup bookings.



### Exceptional Conferencing at Sondela

Sondela Nature Reserve now boasts a brand new state of the art Conference Venue. The venue can accommodate up to 30 delegates and provides conference guests with a crispy neat, air-conditioned venue with dimming lights and standard conferencing equipment, including a data projector.

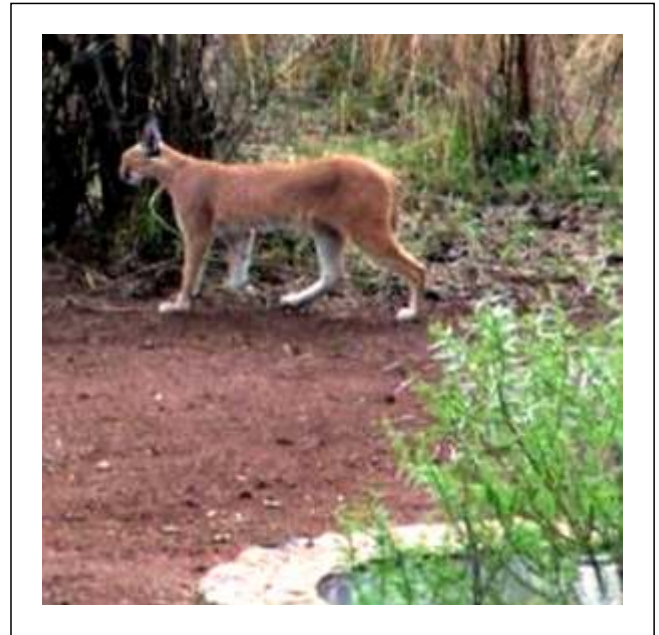
Conference packages are designed to suit each individual group's needs and range from standard conference packages to an “executive” package which includes leather conference chairs, scrumptious meals and delicious snacks prepared by our renowned chefs at the lovely 5-star Country House.

Smaller groups are accommodated in the Country House (7 rooms) and larger groups in the beautiful 4-star Makhato Bush Lodges. Set in lush gardens under mature shade trees, this venue guarantees the ideal place to formulate big ideas and to plan strategically for the future of your business.



## Makhato

The rain clouds continue to smile on our little corner of the bushveld and despite there being plenty of water all over the reserve, Makhato owners are still being treated to exciting sightings at their waterholes. This beautiful Caracal was spotted by Mrs Fraser at Makhato 63. Thanks for sharing your photo with us.



The Phase 4 recreation area is really settling nicely now thanks to all the rain and continues to be popular with residents. All being well, work on the heated pool will commence during the winter months.

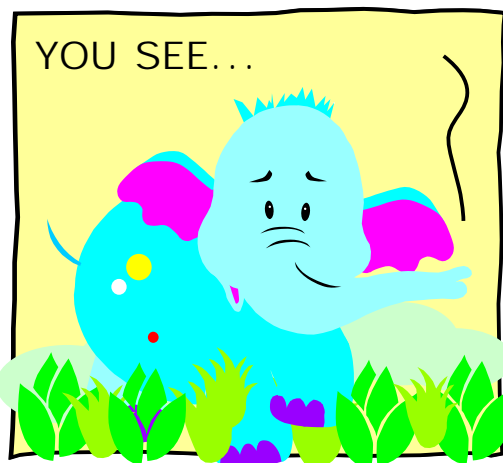
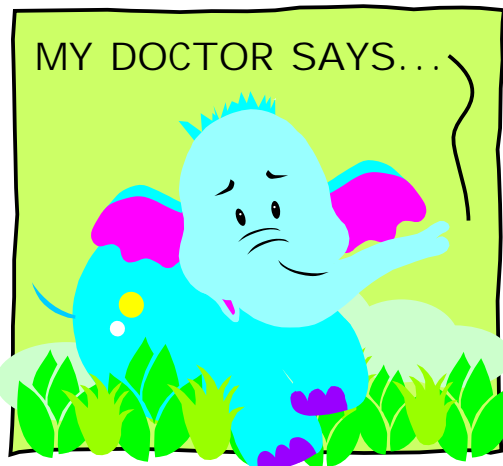
We have received several enquiries regarding the insurance of the buildings. In order to shed some light on this matter, please note that:

- Rubble removal is included in the insured value.
- The money paid out on a claim to rebuild an insured house, is to replace the house as per previous finishes and as per the insured value. Should an owner decide to use different finishes or increase the value of the building, the onus of covering the extra costs is his and will not be covered by the insurance.

The value of an insured building is determined by the Participation Quota and Lapas should be listed separately. A couple of admin reminders:

- When sending in guests to visit your Makhato house, please e-mail their names and vehicle registration numbers as well as their duration of stay to [makhato@sondela.com](mailto:makhato@sondela.com). This is very important for access through our Main Gate and for safety and security purposes.
- We are still waiting for the Municipal rebate on accounts. This is a very lengthy process and some houses are not even receiving accounts yet as Sectional Titles must be registered before the Municipality can tax a Makhato owner.
- A Makhato owner that wants to add to his existing Makhato structure must forward his application letter to the Chairman as soon as possible. Enough notice time was given to all owners to apply for this and the window within which to apply will soon be closed.
- Please note that the monthly security fee portion on the Makhato levy has been increased as outlined in the letter from the Makhato Body Corporate Trustees of 11th December 2010.

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### *Funseekers is back with a BANG!!!*

Funseekers International is proud to announce the launch of an exciting new website feature on 1st Feb 2010, in which two brand new products were made available to Funseekers members.

- 1) FUN Life
- 2) FUN Breaks

Sound interesting? Read on and see how each of these products can benefit our Funseekers members:

#### **FUN life - Essential membership:**

By being a Funseekers member, you qualify automatically for the FUN Life Essential membership. This membership includes services such as:

- 1) **Save:** You'll qualify for discounts of up to 20% on any of the 130 000 products from Approved Suppliers.
- 2) **Scout:** (Information) Find out any information from A - Z
- 3) **Wheels:** Get great deals on wheels, parts and trade-in values
- 4) **Roadside Emergency:** Roadside Assistance 24/7, 365 days per year.

#### **FUN life - Platinum membership:**

By upgrading your membership, you can qualify for more benefits than you could ever imagine! This membership includes the following services such as:

- 1) **Shop:** Access to an internet shopping mall: from appliances to furniture and best of all, prices include delivery anywhere in South Africa
- 2) **Classifieds:** Online service where you can advertise, buy or swop anything.
- 3) **Travel:** Fantastic savings on air tickets, accommodation, car rentals and package deals.
- 4) **Connect:** Awesome discounts from cell phones to GPS deals.
- 5) **Comp - u - Help:** 24 hour IT support service.
- 6) **Insure:** Minimise your premiums and maximize your cover.
- 7) **Home & Roadside Emergency:** Roadside assistance 24/7, 365 per year and household emergency 24/7, 365 per year.

**And this is just the tip of the iceberg... For more information go to [www.funseekers.co.za](http://www.funseekers.co.za) and click on FUN Life.**



#### **FUN Breaks:**

FUN Breaks is just the ticket for all you jetsetters! The benefits are split into four different price categories:

##### **1. Budget Breaks:**

For an affordable last minute break-away that will fit into a tight monthly budget.

##### **2. Petite Breaks:**

A little more pricey than the ordinary choices - for you lucky fishes that can afford to swim in a bigger ocean!

##### **3. Cost Effective:**

Take a break that gives you a taste of the good life.

##### **4. Exclusive:**

Share an experience with the best of both worlds.

#### **FUN Discounts:**

FUN Discounts is for all you adventure junkies. This service is available to anyone interested in a great deal.

Variety, variety and variety - from great accommodation specials / packages and adventure trips that let your adrenaline levels soar, to online shopping for all you shopaholics.

With the click of a button, you can decide what best suits your needs. For more great deals, contact Darren Beatson during office hours.

#### **Frequently asked questions:**

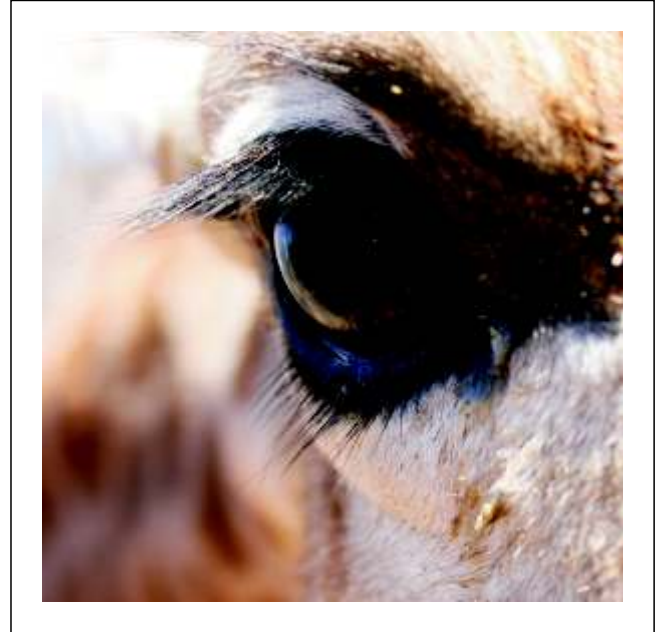
- **What is FUN Life:** FUN Life is a loyalty program.
- **What is loyalty program:** A retail establishment or a retail group may issue a loyalty card to consumers who can then use it as a form of identification when dealing with that retailer. By presenting the card, the purchaser is typically entitled to either a discount or an allocation of points.
- **FUN Breaks:** FUN Breaks provides for reservations that are based on a cash paying option.
- **Jetsetter:** "Jet set" is a journalistic term that was used to describe an international social group of wealthy people, participating in high-profile social activities that are generally out of the reach of ordinary people. The term, which replaced "café society", came from the lifestyle of traveling from one stylish or exotic place to another via jet airplanes.
- **FUN Discounts:** Discounted deals that are available to ANY person.



Busy as ever, the year is already flying by! A sad farewell was bid to our very tall, very special 'baby' boy, Gaffy the gentle giraffe. He left us to go to a wonderful home in Natal where eventually he'll be released back into the veld. We miss him every day but are glad that he's safe and most importantly happy.

Such is life, that when something leaves it makes space for another and as we say goodbye to some of our beloved residents, Savannah our female Serval is once again pregnant and expected to give birth during this month. Very exciting as always and you will definitely be kept posted on her progress.

On a different note, a portion of the farm fell prey to thousands of quelias, a bird which destroys the environment which it inhabits and chases away all other birds from the area. Due to their destructive impact on the crops of surrounding farmers, their numbers are strictly monitored and controlled by the Department of Agriculture.



The only way to get rid of them is to spray the area with a poison that unfortunately affects other birds should they come into contact with it.

Thankfully there were very few casualties and one of the few we received was a beautiful White-faced Owl. After being treated to reverse the effects of the poison, the owl made a full recovery and with a bit of TLC we were able to release him within a week.

A tiny male tree squirrel came to join us towards the end of January. Weighing only 40g when he fell out of his nest, he was fortunately not sick or injured and simply needed someone new to take care of him and raise him to a strong healthy adult. We are glad to say he's doing exceptionally well, eats like a horse (well, almost!) and now weighs nearly 100g!

A couple of new baby antelope that joined our nursery group include 2 red hartebeest, 2 more blesbok and a gorgeous little blue wildebeest!

They came in for various reasons, ranging from game capture to

injuries - luckily none very serious! As you can imagine, preparing and feeding 10 bottles every 3 hours is no fun and games but it's all in a days' work for us here!

A great new activity we've started is walking with our 4 'big' lions.... the cubs Cleo, Kia, Mischief and Trouble have all grown up to approximately 30 kilograms of pure muscle, are very playful and have PLENTY of energy to diffuse. We take them for 30-45 minute walks into the bush in the cooler parts of the day and it's guaranteed great fun and games for everyone involved!



## *"Sondela Learnerships 2010 Ceremony and Academy Number 1 Contender for Training Provider" – "ACCOLADES ALL ROUND"*

Once again this Ceremony was conducted in a beautifully decorated hall which made everyone present feel very special. Amongst the executive guests attending were Onica and partner (Global African Skills Academy), the Learners' very proud HODs and of course Ian van Rensburg, who always provides a sparkle at our events.

Gerbie Swanepoel opened the festivities by welcoming Diederick to the floor, who in turn welcomed our other important guests including Marietjie Niebuhr, Neville and Rolien Haarhoff and of course all the hardworking Academy Staff.

Remembering the arrival of the Learners with a slight chuckle, Mr. van Rensburg reminded us how lost they looked when they started their Learnerships here. Before no time at all, they adapted well and are now part of something incredibly special. He said that today was just the beginning of their journey – a journey in which they will be required to call on all the new skills they acquired at Sondela. Mr. van Rensburg expressed that his aim with the new RCI project is to get everybody launched into a career. He firmly believes that Sondela has the best trained Staff with the brightest future when compared to similar institutions.

Onica then took centre-stage in her own fashionable style. She welcomed and thanked the HODs, senior and executive staff and of course the staff of the various hospitality departments that dealt with the Learnerships on a day-to-day basis, for their wholehearted dedication which resulted in such an overwhelming success. She mentioned that it is always a pleasure to come to Sondela where she is welcomed with such warmth and is made to feel treasured as a "tourist". She proclaimed that she feels that the best students come from Sondela and that Sondela is thus the number one contender in competing for future Learnerships. Onica concurred with what Sondela has believed for years, i.e. that the graduate with the best positive attitude is the one who goes the furthest in his/her career. Onica congratulated everyone involved and asked that AGSA and Sondela keep up their good relations.

The HODs of the various Learners then said a word or two about their Learners;

- Edward (Chef) said he worked with a great team and he enjoyed taking them under his wing and teaching them how to handle the guests
- Elsie (F&B) said that management learned just as much as the Learners making it possible to grow together to provide quality Customer Service.
- John (Accommodation Services) said that it had not been an easy year but thanks to the encouragement received from Management, they were able to pull through.
- Daleen (FOH) added that the Learners were thrown into the deep end. She mentioned that it was a very difficult balancing act to keep productivity high and still train Learners but that everything worked out for the best.
- Rolien mentioned that amongst all the haste, they still found the time sit down to talk and just listen to each other with respect.

The Learners thanked their HODs and said that they have grown very close. They sang and danced in appreciation.

The afternoon concluded with the handing out of Certificates and a photo session. A few delightful snacks and drinks were then served.



**Please note that Sondela Academy's next Open-Day is on Saturday 27th February. Forthcoming Open Days will be announced. Proceedings start at 09:00 and bookings are necessary. Please contact Edith at 014 736 8850, or at [academyops@sondela.com](mailto:academyops@sondela.com)**