



AA Quality Assured Accommodation Programme

Assessment Report

Badgerleur Bush Lodge

Assessment Date: 28-11-2018
Assessor: Elaine Parr
Category: Luxury Lodge

Our Assessor visited your property on 28-11-2018 and compiled the following report:

Check-In

Badgerleur Bush Lodge is a serene escape situated in Grootvlei. As soon as you walk through the doors you can't help but be drawn to the terrace and the most incredible view over the grass plains. A sense of peace and tranquillity greets you on arrival. The attractive eye-catching logo and name of the establishment is easily identified at the entrance of the property.

An excellent first impression is created when guests are welcomed by their charming hosts and immediately offered refreshments. All staff members are well presented and neatly dressed. A prompt, thorough and professional reservation process has been put in place. Check In is handled quickly and efficiently.

General Efficiency

This charming establishment personifies service excellence and great comfort in relaxed, unhurried surroundings. Arriving at this home away from home, where guests can experience the comfort and cosiness of home, whilst enjoying the luxury of this charming property. Prompt and efficient service in all areas offering a variety of accommodation. This is an extremely well managed establishment and it runs like clock-work! All emails and telephone enquiries are answered promptly.

Cleanliness

Extremely high standards of cleanliness have been achieved throughout with excellent attention to detail. The furniture is highly polished and flawless. This establishment is immaculate! All soft furnishings are spotless and shows no sign of wear and tear. It is noticeable that great care has been taken to keep this establishment in neat and tidy at all times.

Maintenance

The interior of this establishment is timeless in its appeal with clear and defined spaces, tastefully and classically decorated, with careful attention to detail. Continuous upgrades and maintenance is evident. Large windows and doors highlight the views of the garden and the bush.

Friendliness

A warm and gracious welcome awaits; here you will find discreet service for the discerning corporate or leisure traveller. Guests are always ensured of an exceptional experience made memorable by warm and friendly attentive personal service. Badgerleur Bush Lodge offers the discerning traveller a haven of peace and tranquillity.

Local Knowledge

This intimate owner-run Bush Lodge is situated in Grootvlei only 90 minutes from OR Tambo International Airport. The owner and staff are well versed in the area and there is always someone available to give advise when needed. Beautiful guest folder in all the bedrooms.

Bedrooms (Type 1)

This property exudes style and sophistication. Each space has its own charm, colour and creativity and personal service is assured. If you want privacy and the finer things in life, you will feel right at home. I love the fact that each room has its own individual style. The beautifully appointed bedrooms are elegantly furnished and tastefully decorated. They each have their own private patio allowing guests the opportunity to view game from the privacy of their suites. The furniture is well placed allowing space and comfortable movement. Bedrooms are furnished with king or twin beds, matching side tables, attractive lamps, lovely artwork on the walls, crisp white percale linen, feather duvets, good quality mattresses and pillows with mattress and pillow protectors on all the beds, decorative throws and pillows on all the beds. Excellent light intensity. Beautiful drapes in front of all the windows.

Thoughtful extras provided are: fully stocked mini bar, safe, under floor heating, bathrobes, wall heater, hairdryer, extra blankets, bottled water, tea & coffee making facilities with homemade rusks.

Bathrooms (Type 1)

The bathrooms are beautiful with exceptionally good quality fixtures and fittings. Bathrooms are spacious and fitted with shower and/or bath, vanity and toilet. Bathrooms are light and airy, well ventilated and well laid out for easy access. Towels are soft and fluffy with very good quality bath mats. Beautiful range of toiletries provided.

Public Areas

The lounge is an elegant retreat furnished with beautiful pieces that compliments the style of this establishment. Original artwork, beautiful ornaments and collectables throughout. There is a relaxing honesty bar with interesting memorabilia where guests can enjoy pre-dinner drinks before moving to the dining room for a sumptuous meal.

Who says the day's activities have to end when the sun goes down? The large deck with splendid views is the ideal place to enjoy sun-downers in the orange glow of the setting sun and only the stars for company!

Building Exterior

Extremely high standards of exterior maintenance is evident throughout.

Parking

Ample parking has been provided for all guests in a secure environment.

Grounds & Gardens

Badgerleur Bush Lodge offers spectacular views and natural tranquillity at this vast property, with several dams where you can see the animals drink early morning and in the late afternoon. There is a Koi pond filled with a large variety of beautiful Koi. It offers a sense of absolute peace and tranquillity!

Game drives are conducted by an experienced ranger who will provide and entertain you with intimate details of the abundant flora and fauna - many of which are unique to the area! On these game drives you will be seated in an open 4x4 vehicle and guests will be treated to sightings of giraffe, zebra, eland, wildebeest and many other antelope varieties.

Security

Excellent security has been put in place to ensure the safety of guests at all times.

Food Quality

Day Visit Only

All meals are served in the elegant dining room. The tables are professionally set with crisp white table linen, very good quality crockery, cutlery and glassware. All meals are prepared by their executive chef, William, using only the finest quality ingredients available.

The Continental breakfast consists of: fruit juice, cereals, yoghurt, cold meats, variety of cheeses, freshly baked bread, filled pancakes, toast, preserves, tea and excellent coffee. Hot breakfast: bacon, beef/pork sausages, mushrooms, grilled tomatoes, eggs of your choice.

Lunch and dinner available.

Overall

Their mission is to provide a place where the clock slows just a bit, where the roaring silence is garnished with muted relaxing sounds, where relaxation and restoration are key, where unobtrusive service tends to your every need, and where your soul is revived and nourished - this is Badgerleur Bush Lodge! I would like to commend Dough and his dedicated team on all areas. They have definitely maintained the high standards that was evident on my previous visits. Well done!

I would like to thank Dough for his gracious hospitality and William for the divine breakfast.

Commendations

Badgerleur Bush Lodge is the perfect getaway for guests. Here guests can come and relax and enjoy this magical and unspoilt place – with your stay filled with delicious meals, gorgeous views and attentive staff who aim to make your stay unforgettable. How could they possibly not enjoy their stay at this beautiful lodge!

Concerns

None noted.

Web Review

The website is a true and honest reflection of the accommodation on offer. The first words you should mention on ALL other websites should be: "This Establishment has been endorsed with the Highly Recommended status by the AA." AA Quality Assured Accommodation logo should be displayed on your website, email signature, invoices, quotations and any printed medium such as business cards, brochures, adverts in newspapers or magazines. The AA Quality Assured Accommodation logo is a badge, wear it!