

ESELSHOEK (Pty) Ltd

admin@eselshoek.co.za

VISITOR ACCESS PROTOCOL

STEP 1-Basic Introduction

- All potential visitors *must* initiate contact and **apply for a visit via email** to Eselshoek (Pty) Ltd (admin@eselshoek.co.za).
- **No walk-in visitors will be permitted** under any circumstances.
- **No telephonic appointment** requests will be considered without prior email application.
- **No visitor firearms** are permitted on Roggekraal.
- **No visitor pets** are permitted on Roggekraal.

STEP 2: Application email

- The email application must include:
 - **Full name and Identity number(s) of all/intended visitors.**
 - **Purpose of the visit** (specific and detailed).
 - **Proposed dates and times** for the visit.
 - **Contact telephone number.**
 - **Vehicle make, model, and registration number.**
 - **Any specific equipment and/or tools intended to bring onto the property.**
 - **A statement confirming understanding and agreement to abide by all farm rules and safety protocols.**

- [Send your request to admin@eselshoek.co.za](mailto:admin@eselshoek.co.za)

STEP 3: Appointment Confirmation:

Upon receipt Farm Management will review the email application.

- **If the visit is approved**, a specific appointment date and time will be confirmed via return email.
- The confirmation email will reiterate key visitor rules (e.g., no unauthorized entry, stay in designated areas, indemnity requirement).
- Farm Management reserves the right to deny any visit request without providing a reason.

STEP 4: Pre-Arrival Procedures:



- **Indemnity Form:** A copy of the farm's indemnity form will be attached to the appointment confirmation email. Visitors are required to read and understand this form.
- **Identification:** Visitors will be informed that valid photo identification (ID document/passport) will be required upon arrival.
- **Compliance:** Visitors will be informed that failure to comply with any of these procedures will result in immediate refusal of entry.

STEP 5: On-Pre-Arrival Procedures:

- **Arrival at Gate:** Upon arrival at the main entrance gate, visitors must wait for instructions. They are NOT to proceed onto the property without explicit permission.
- **Identification Verification:** The Designated Contact Person (or delegated security personnel) will verify the visitor's identity against the pre-approved application and require them to present their valid photo identification.
- **Indemnity Form Signature:** All adult visitors must sign the farm's indemnity form before being granted entry.
- **Visitor Register:** All visitors will be required to sign into a visitor register
- **Briefing:** A brief safety and security briefing will be provided, highlighting:
 - Designated areas for the visit.
 - Any restricted areas.
 - Emergency procedures and contact persons.
 - Prohibition of wandering off designated routes.
 - Prohibition of interaction with livestock or machinery without direct supervision.
 - Prohibition of firearms or weapons unless explicitly agreed upon and legally permitted.
- **Escort/Supervision:** Depending on the nature of the visit, visitors may be escorted or supervised by a member of Farm Management or designated staff throughout their time on the property.

STEP 6: Departure Procedures:

- All visitors must sign out of the visitor register upon departure, noting their time of exit.
- The Designated Contact Person will ensure that all pre-approved visitors have departed.

EXCEPTIONS TO VISITOR PROTOCOL

- **Emergency Services (SAPS, Ambulance, Fire Department):** In genuine emergencies, these services will be granted immediate access. However, they will be requested to identify themselves and provide the nature of their emergency. Farm Management will endeavour to meet them at the main gate and direct them.
- **Other Officials (e.g., Department of Agriculture, Labour Inspectors):** While statutory rights of access exist, an prior appointment **Step1**.
- **Farm Employees and Residents:** Have unrestricted access to the farm. However, they must adhere to internal safety and security rules and report any suspicious activity.

NON-COMPLIANCE

Any **visitor failing to adhere will be denied entry** or asked to leave the property immediately. Failure to comply with lawful instructions from Farm Management or security personnel may result in reporting to relevant authorities.