



VACATIONMANAGEMENTSERVICES

IMPORTANT NEWS!

Dear Owner

We trust that you and your loved ones are keeping safe and healthy during this lockdown period. Our Timeshare owners remain top of mind for us in these trying times.

We wanted to take this opportunity to address some of the concerns you may have regarding how the lockdown period affects your timeshare and what we're doing to mitigate its impact during this time.

Lockdown and Your Resort:

Unfortunately COVID-19 has us in day 75 of the South African Lockdown. Essentially this means that your resort remains closed until such time as the tourism and hospitality industry is permitted to resume unrestricted business as usual.

While we are continuing to maintain the resort during lockdown, we have also implemented a number of initiatives to manage the costs. These include curbing of utilities, cleaning and guest supplies, salaries and wages, management fees, switching off any unnecessary power consumption, and putting unnecessary contracts such as DSTV on hold. Even though we are curtailing costs wherever possible, there are still core fixed operating and maintenance expenses being incurred including but not limited to security, general maintenance, rates and taxes and becoming COVID guest ready.

Getting COVID guest ready means that we have all safety protocols in place to welcome our guests the moment we are given the green light to open the resort for leisure bookings. These include the implementation of additional hygiene measures, for example complete and on-going sanitisation of the property, necessary safety protocols for all employees and guests, signage and other required measures to ensure social distancing.

We are living in unprecedented times, and our key challenge at present is the uncertainty of how long the resort will be affected by the various stages of lockdown but we will endeavour to keep communicating with you during this time.

How is my levy affected?

We realise that the lockdown has affected many of our Timeshare Owners who are unable to occupy their week. If you are one of the affected owners, whatever operational savings are made will be calculated and passed as a credit to your account once lockdown has ended. This would not be applicable to any owners that may have banked their week to an exchange company, and therefore have points credits available to use.

How are flexi owners affected?

If an existing booking fell during lockdown, we would already have cancelled your booking and returned your flexi credit for a another booking later in the year. You are encouraged to re-book as soon as possible, bearing in mind that it is likely that there won't be enough weeks remaining toward the end of the year to meet all requests. Should lockdown continue to be extended, we will likewise continue to cancel bookings over this period, and credit your week. Should you not be able to rebook, you would receive a credit for the levy saving.

iExchange – your trusted exchange partner:

We commend and would like to extend our appreciation to iExchange, who have been most helpful to all of our timeshare owners during these difficult times, and have showed up to be an exchange partner who cares. You will shortly receive an email from iExchange detailing their assistance over this period, please look out for this in your email or contact them directly on 0861 439 242 or emailus@iexchange.net.

2020 school holidays and 2021 release dates:

Both for this year and next, government school holiday dates remain undetermined. For this reason we are not yet in a position to release 2021 calendars for booking, or exchange banking purposes. Please bear with us as we await official government communication to establish the impact for our owners.

Looking Forward:

We can't wait to welcome you or your guests back after lockdown ends. The tourism industry has been one, if not the worst affected by the Coronavirus pandemic, and we need your support now more than ever.

Likewise, after the stress and strain of recent times, a vacation safe in the comfort of your managed unit will be exactly what is needed to celebrate with friends and family alike.

Speak to us:

For your convenience and service we do also have core reservation and administrative staff working remotely and our systems remain 100% operational. We are here for you if you need to speak to us about your Timeshare, and remain dedicated to providing the best service possible in these difficult times.

Please don't hesitate to get in touch with us should you have any queries.

Stay safe!

Kind regards,

Vacation Management Services

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