



IMPORTANT NOTICE



Dear owner,

After a long wait, we are happy to announce that most of our resorts are open for bookings. As per Level 2 lockdown regulations, travel is no longer restricted to intra-provincial travel and we look forward to seeing you soon!

Which resorts are open?

All resorts have been open from 07 August except for Banana Beach Club, Qunu Falls Lodge and The Aloes. Bookings are however open for these three resorts from 25 September onwards. These resorts' re-opening may be moved forward – so watch this space.

For the owners in these 3 properties whose weeks cannot be occupied due to the delayed re-opening, arrangements have been made with iExchange that you may bank your week with them, and have a free exchange to any other property in a similar size and season to your own.

How is my levy affected?

We realise that the lockdown affected many of our Timeshare Owners who were unable to occupy their week. If you are one of the affected owners, as communicated previously, whatever operational savings are made will be calculated and passed as a credit to your account. We will be able to finalise these calculations at the point where regulations permit inter provincial travel and all resorts are operating normally. This credit would not be applicable to owners that may have banked their week to an exchange company, and therefore have points credits available to use. This credit will be passed to your account as soon as levies are raised.

How are flexi owners affected?

If an existing booking fell during lockdown, we would already have returned your flexi credit for a later booking. You are encouraged to re-book as soon as possible, bearing in mind that it is possible that there won't be enough weeks remaining toward the end of the year to meet all requests. Should you not re-book, you would, as explained above, receive a credit for the levy saving.

iExchange - your trusted exchange partner:

If you had an exchange with [iExchange](#) for during lockdown period, iExchange would automatically

have cancelled your booking, and credited your iExchange account so that you may make another future exchange.

How are the 2020 resorts week calendars affected?

The Department of Education has changed the school calendars for the current year, which affects primarily the owners of modular in season weeks at certain resorts as detailed hereunder, as determined by the respective use agreements. Please review the revised calendars online, and if you are uncertain kindly contact our reservations office.

[Click the links below to view the new calendar changes:](#)

- [Dikhololo](#)
- [Boulder Bay](#)
- [Royal Wharf](#)

Calendars for all other resorts remain unchanged and are available on our website, [please click here](#).

We are ready to welcome you back:

We are thrilled to finally have opened our resorts to our owners again and our resorts are ready with the necessary protocols in place to make sure everyone's health and safety remain our top priorities while ensuring that you relax and enjoy your well-deserved break. For more information, [please click here](#).

Kind regards,

The VMS Team

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