



VACATIONMANAGEMENTSERVICES

Dear Owner,

On the 26th of October 2020 we sent you the communication below informing you of your options. We're pleased to inform you that we've extended this deadline date to the 7th of December 2020 to give you a little more time to make your decision!

What we did at your resort during the lockdown period

We continued to maintain your resort during the government imposed lockdown period, implementing a number of initiatives to manage costs. These included 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. During this period however, we still had to cover the core fixed operating and maintenance expenses incurred, including but not limited to security, general maintenance, rates and taxes, and becoming COVID guest ready.

How is my levy affected?

Some of our owners were not able to occupy/use their week during the lockdown period. Whatever operational savings that were made during this period have been calculated. We take pleasure in informing you that the Board has met and reviewed these savings, and wish to advise that you have two options available.

Option 1 - You may opt to receive a 30% credit on your current year's levy which will be offset against next year's.

Option 2 - Alternatively, you may opt for a 70% Points credit with iExchange. Should you wish to take up the iExchange option, [click here](#) or kindly let us know by 30 November 2020 (**now extended to 07 December 2020**). Remember, iExchange Points are valid for 3 years, which means that you have plenty of time to plan your holiday should you take up this option!

If we don't hear from you, we will assume that you have opted for the 30% levy credit and this will be reflected on your account accordingly, alternatively contact us before the 30th of November 2020 (now extended to 07 December 2020) to take advantage of the iExchange option.

Please note that these options are only available to owners who were unable to use their week due to the government imposed lockdown period during the times when inter-provincial leisure travel was not permitted. This does not apply to owners who have already banked their week with any exchange companies or occupied/sent a guest while intra-provincial travel was allowed.

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

Kind regards,

Vacation Management Services

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