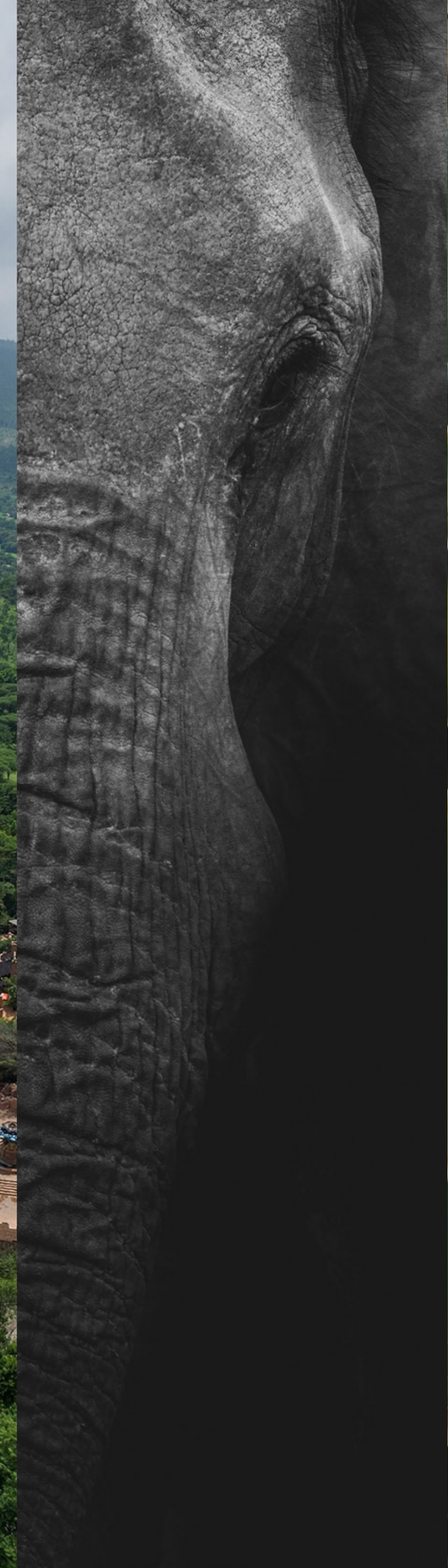
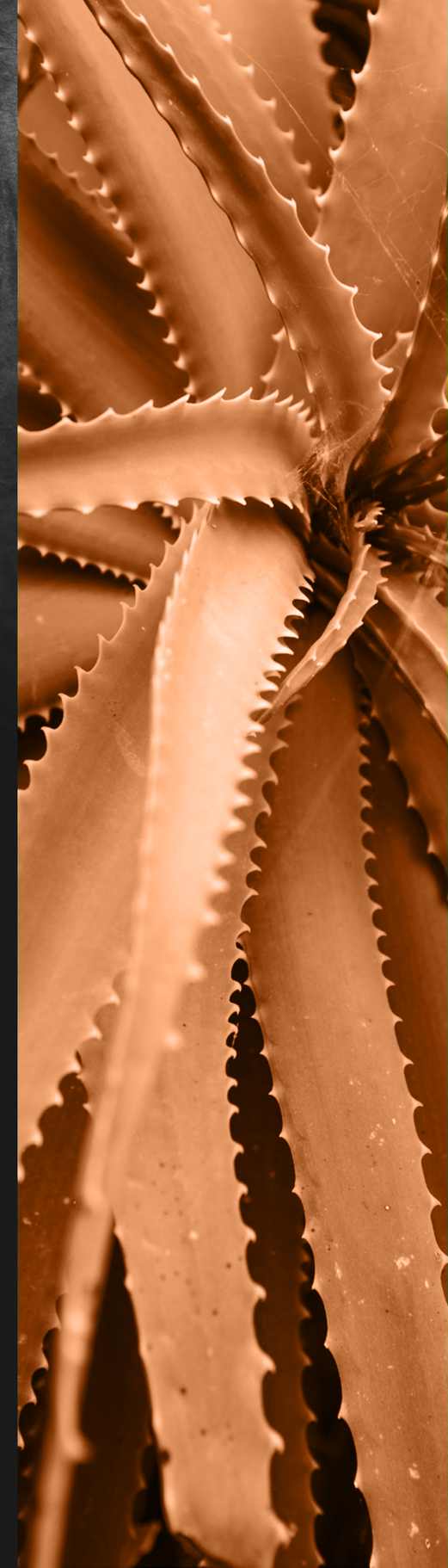
Sun
Vacation Club
SUN CITY

WELCOME GUIDE

QUICK BOOKING GUIDE

HOW TO MAKE A BOOKING

Contact Sun Vacation Club on +27 (0)11 780 7811
Alternatively, email bookings.svc@suninternational.com

1. Quote your Sun Vacation Club membership number.
2. Flexi members: Request the dates you wish to occupy.
   Peak Week members: Confirm your Peak Week reservation.
3. The reservation confirmation letter will be emailed to you.
4. Retain the reservation confirmation letter to obtain entrance to Sun City and Sun Vacation Club. Please note the following:
   - Flexi members should book at least 90 days prior to the end of their anniversary period.
   - Peak Week members should contact Sun Vacation Club a minimum of 90 days prior to Peak Week occupation date, to reserve a week.
   - Reservations will only be allowed provided that the purchase and/or levy payments are up to date.
   - Should you not utilise your annual timeshare module(s) within you anniversary period for Flexi Season members or Peak occupation dates for Peak Season members, your usage will be forfeited.

HOW TO DEPOSIT WITH RCI (SA) AND *THE REGISTRY COLLECTION*®

1. Contact Sun Vacation Club Monday-Friday during office hours (08h30-17h00) via:
   - Email: sunexchange.svc@suninternational.com
   - Customer Care: +27 (0)11 780 7811
2. Quote your Sun Vacation Club membership number or your ID number when requesting to Deposit your time.
3. Should your Deposit Request be approved, Sun Vacation Club will proceed with depositing your unused time and sending the Deposit Letter directly to RCI or *The Registry Collection*® (TRC) on your behalf.
4. RCI or TRC will notify you via SMS or email within 24-48 hours to confirm your Deposit Request and the number of points allocated. Please note the following:
   - Bookings and Deposit Requests will only be allowed provided that the purchase and/or levy payments are up to date.
   - Should you not utilise your annual timeshare module(s) within your anniversary period or Peak occupation dates for Peak Season members, your usage will be forfeited.

RESERVATION RULES AND LEVIES

RULES AND GUIDELINES

1. No reservations may be made more than 12 months in advance of the date on which the reservation is requested. A specific time module may be used only once in any anniversary year. If a Member's levy or purchase account is in arrears it will be blocked from making a reservation.
2. Flexi Members must ensure that they utilise their annual membership module(s) prior to the annual anniversary expiry date and Peak Week members must ensure their annual membership module(s) are used within their occupation dates. Failure to do so will result in the member forfeiting their usage. Units may not be sold for personal financial gain.
3. Units are allocated on a first-come-first-served basis from 14h00 onwards.
4. To secure a full week, the Member must have acquired both a midweek and a weekend membership.
5. The number of modules acquired by a Member determines the number of units that may be used during a usage year.
6. Flexi modules will be reserved through Sun Vacation's contact centre on a first-come-first-served basis without any preferential bias.
7. Members may transfer the use of their reserved module(s) to other named persons. The relevant section of the confirmation letter must then be completed. Entry at Sun Vacation Club will only be allowed on presentation of a confirmation letter. The Member remains liable for any damage caused.
8. Members will only be able to reserve within the parameters of the module type(s) held i.e., weekend or midweek.
9. Should Members use less than the days that they are entitled to, no credit will be carried over and the full levy fee remains.
10. Sun International will not provide a rental pool facility for Members.
11. Only Flexi Members may change their reservation dates, and this must be done a minimum of 21 days prior to the Member's arrival date. A booking fee of R300 will be charged for changes made to reservations. The revised date must be within the Flexi Member's anniversary cycle, or the member will forfeit their usage should they not bank this with *The Registry Collection®* and/or RCI.
12. A reservation cannot be changed or cancelled should a Member request a change to the reservation date 20 days or less prior to the original arrival date. Members may deposit this with *The Registry Collection®* and/or RCI to request an exchange. The exchange fees are payable to The Registry Collection® and/or RCI on confirmation of a successful exchange.
13. The units are serviced Monday to Sunday. Upon check-in complimentary guest supplies are given as a starter pack only.
14. Peak Weeks are designated by the annual Sun Vacation Club Calendar. Peak Week modules cannot be transferred, converted, or exchanged for a different Peak Week unless it is space-banked with *The Registry Collection®* and/or RCI within their terms and conditions.

SALES OR LEVY ACCOUNTS

1. It is the responsibility of the Member to keep their account details with the credit control department up to date. Levies are increased annually on 1 January.
2. A R150 penalty fee will be charged on all overdue levy accounts and unpaid returns from the bank to recover collection fees and bank charges.
3. A R200 penalty fee will be charged on all overdue purchase accounts and unpaid returns from the bank to recover collection fees and bank charges.
4. Please note that levy due dates for Peak Weeks are 3 months prior to occupation and 1 month prior to the anniversary period for Flexi modules.

CONDUCT RULES

INTRODUCTION

These rules and the duties of the Member in relation to the use and occupation of the units and of the common property shall be binding on the Member and any other occupant of the Member's apartment and on employees, guests, invitees and family members of the Member, lessee or other occupant of the unit. It shall be the duty of the Member to ensure compliance with these rules by any lessee or occupant of the unit and the employees, guests, invitees and family members of the Member, lessee or other occupant of the unit.

In the event of any dispute as to the interpretation of these rules, the enforcement hereof or any breach hereof, the decision of the majority of the trustees shall be final and binding on all parties concerned in such dispute.

If the Member breaches any of these rules, the trustees shall be entitled to exercise all rights available to them or to the Association in law and in terms of these rules. In particular the right to apply to court for an interdict against the offending Member. The trustees shall, without prejudice but also without incurring any obligation or being bound so to do, endeavour to warn an offending Member in writing of any complaint made against the Member and request the Member to refrain from any conduct likely to give rise to a complaint of a similar nature.

Conflict with the "Scheme Rules": These rules are subject to the provisions of the Scheme Rules. In the event of a conflict between these rules and the Scheme Rules, the Scheme Rules shall take preference.

The Member acknowledges that the trustees have the right to amend these rules from time to time without notification to Members.

THE MEMBER AND/OR OCCUPANT CONCERNED

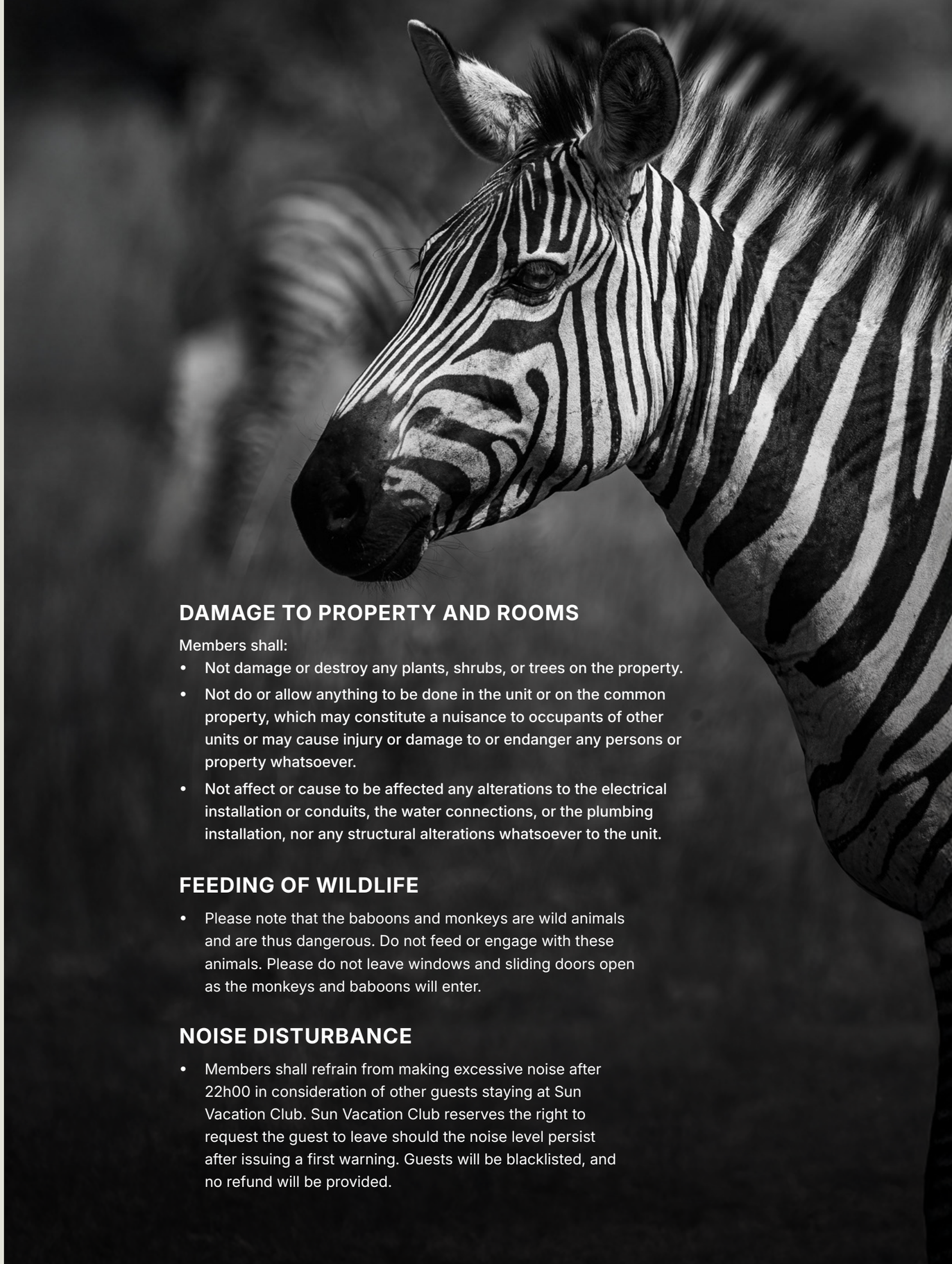
OCCUPATION

Members shall:

- Not use the unit or permit it to be used in such a manner as to be injurious to the reputation of Sun Vacation Club or Sun International South Africa Ltd. and other associated companies.
- Not contravene or permit the contravention of any law, bylaw, ordinance proclamation, statutory regulation, or the conditions of licence of the unit.
- Not make alterations to the unit and shall not affect any improvements thereto.
- Not display or hang any washing anywhere on the common property except in the area especially set aside for that purpose. A laundry facility is provided on site.

USE OF FACILITIES

- Members shall adhere to the rules and regulations applicable to users of facilities at any of the Sun Vacation Club schemes or resorts on the understanding that such rules apply to members as if they were paying hotel guests, and on that basis that such rules are subject to change.



DAMAGE TO PROPERTY AND ROOMS

Members shall:

- Not damage or destroy any plants, shrubs, or trees on the property.
- Not do or allow anything to be done in the unit or on the common property, which may constitute a nuisance to occupants of other units or may cause injury or damage to or endanger any persons or property whatsoever.
- Not affect or cause to be affected any alterations to the electrical installation or conduits, the water connections, or the plumbing installation, nor any structural alterations whatsoever to the unit.

FEEDING OF WILDLIFE

- Please note that the baboons and monkeys are wild animals and are thus dangerous. Do not feed or engage with these animals. Please do not leave windows and sliding doors open as the monkeys and baboons will enter.

NOISE DISTURBANCE

- Members shall refrain from making excessive noise after 22h00 in consideration of other guests staying at Sun Vacation Club. Sun Vacation Club reserves the right to request the guest to leave should the noise level persist after issuing a first warning. Guests will be blacklisted, and no refund will be provided.

USE OF UNIT & OCCUPATION

Members shall:

- Not allow more than 6 persons to occupy the unit in the case of a two-bedroom unit, 8 persons in the case of a four-bedroom unit and 10 persons in the case of a four-bedroom unit.
- A two-bedroom unit may accommodate a maximum of 4 adults and 2 children under the age of 12 in the lounge.
- A three-bedroom unit may accommodate a maximum of 6 adults and 2 children under the age of 12 in the lounge.
- A four-bedroom unit may accommodate a maximum of 8 adults and 2 children under the age of 12 in the lounge.
- Not use the unit/villa or allow it to be used for any other purpose than residential.
- Not erect or affix any marquee, advertisement, boards, or notices in or on any part of the property.
- Not leave or store an article of clothing on any part of the common property or allow it to be left thereon.
- Keep the unit and those areas of the common property of exclusive use and occupation in good, clean, sanitary, and habitable order as well as to exercise reasonable care to maintain all electrical, plumbing and sewerage installations and services in good condition and order.
- Not leave rubbish of any kind or allow it to be left in the unit or on any part of the common property except at places or receptables that are specifically provided for this purpose.
- Please ensure you check the unit or villa inventory list upon arrival and report any missing items, as members will be charged for all missing items.
- Remember that pool and bathroom towels remain the property of Sun Vacation Club. A fee will be charged against the Member's account for any missing towels.

PARKING

- Members shall not park any vehicle or permit the parking of any vehicles in such a manner as shall impede or obstruct access to and egress from any entrance to any section or impede or obstruct the normal flow of traffic on common property.
- Parking shall be restricted as follows:
  - 2 cars per two-bedroom unit
  - 3 cars per three-bedroom unit/villa
  - 4 cars per four-bedroom villa
- Parking bays allocated for use by disabled persons may only be used by such persons and their guests.

PETS

- Members shall not keep any animal or bird in the unit or on the common property.

CHECK-IN & CHECK-OUT

- Check-in is at 14h00 and check-out is at 10h00.
- Early check-ins or late check-outs are not permitted.
- Inventory list is to be checked on arrival and sent back to reception as soon as possible. Please report all breakages during your stay.
- Return all keys from the unit to Reception on departure. A key and breakages deposit will be refunded upon the return of the keys.
- On departure, please hand in keys only at Reception or at the express check-out box. Please ensure the unit is locked.
- On departure the unit must be left in a reasonable state of cleanliness. Excessive cleaning left for Sun Vacation Club staff will be charged to the Members account at the rate of R2 000 per unit.
- If required by the manager, Members may be required to check the unit and its contents in the presence of the manager or their representative before departure and shall pay for all damages and breakages which are not the result of fair wear and tear.
- Please vacate your unit or villa by 10h00 on the day of check-out. Late check-outs will be charged at R2 000 per unit or villa.

SECURITY

- Please note that an electronic safe is provided in each unit to secure your possessions. We regret that management of Sun Vacation Club cannot be held responsible for the loss of the guest's valuables.

HOUSEKEEPING

- When utilising additional housekeeping, please ensure that you have completed and signed the necessary document at reception during check-in. Housekeeping hours are 07h00 to 22h00. Should you require an emergency call out, a charge of R250 will be charged to your account.

GENERAL

- Parking at Sun Vacation Club is reserved for residents only.
- Members are to keep on pathways as we do have snakes in the area.
- Members are to adhere to the road traffic signs across the resort.
- Members are to adhere to the indoors non-smoking policy, including the smoking of marijuana and hubbly bubbly.

CONCLUSION

The above rules will be strictly enforced, and persistent offenders will be asked to leave, this may lead to the termination of membership rights.

CONTACT NUMBERS

CONTACT NUMBERS AND EMAIL ADDRESSES:

SVC CUSTOMER CARE
+27 (0)11 780 7811
bookings.svc@suninternational.com

SPACE-BANK REQUESTS
+27 (0)11 780 7811
sunexchange.svc@suninternational.com

SUBSCRIPTION / LEVY OFFICE
+27 (0)11 780 7300 Option 2
levies.svc@suninternational.com

CONTRACT SALES ENQUIRIES
+27 (0)11 780 7300 Option 4
contracts.svc@suninternational.com

MEMBER GENERAL ENQUIRIES
+27 (0)11 780 7300 Option 3
members.sivc@suninternational.com

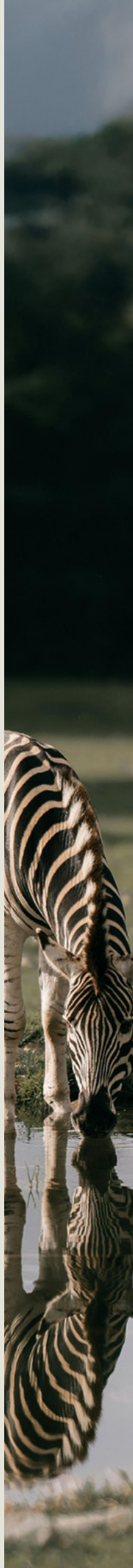
SUN VACATION CLUB RECEPTION
+27 (0)14 557 4481/82

LEFIKA VILLAS RECEPTION
+27 (0)14 557 4480

RCI (SA) ENQUIRIES / BOOKINGS
+27 (0)11 258 1610
svcliason@rci.com / go@rci.com

***THE REGISTRY COLLECTION*® CONTACT DETAILS FOR SUB-SAHARAN AFRICA**
Monday – Friday; 08h00 – 17h00 SAST
+27 (0)11 258 0195
After hours: +27 (0)82 385 2796
info@registrycollection.co.za

PO Box 783940, Sandton,
South Africa, 2146
Sun City Resort Information



GENERAL INFORMATION:

CHECK-IN TIMES

Check-in	Mon – Fri	14h00
Check-out	Mon – Fri	10h00

OCCUPANCY	2-BEDROOM
Bedrooms	2
Sleep Private	4
Sleep Maximum	6

OCCUPANCY	3-BEDROOM
Bedrooms	3
Sleep Private	6
Sleep Maximum	8

OCCUPANCY	4-BEDROOM
Bedrooms	4
Sleep Private	8
Sleep Maximum	10

UNIT FACILITIES

- Air conditioning
- Patio
- Private braai
- Dishwasher
- DSTV (Limited channels)
- Microwave
- Telephone

FACILITIES AVAILABLE ON REQUEST

Enquire at reception.

No charge:

- Baby cot(s)
- Hairdryer

At a fee:

- Coffee plunger
- Twin plugs
- Wheelchairs

RESORT FACILITIES

- Valley of Waves
- Baby sitting
- Casino
- Conference facilities
- Golf courses
- Health club
- Disability accessible facilities
- Kamp Kwena
- Nurse/Paramedics
- Parking
- Restaurants
- Bars
- Swimming pools
- Spa
- Tennis courts
- Water sports
- Shopping

OTHER INFORMATION

Closest airport:

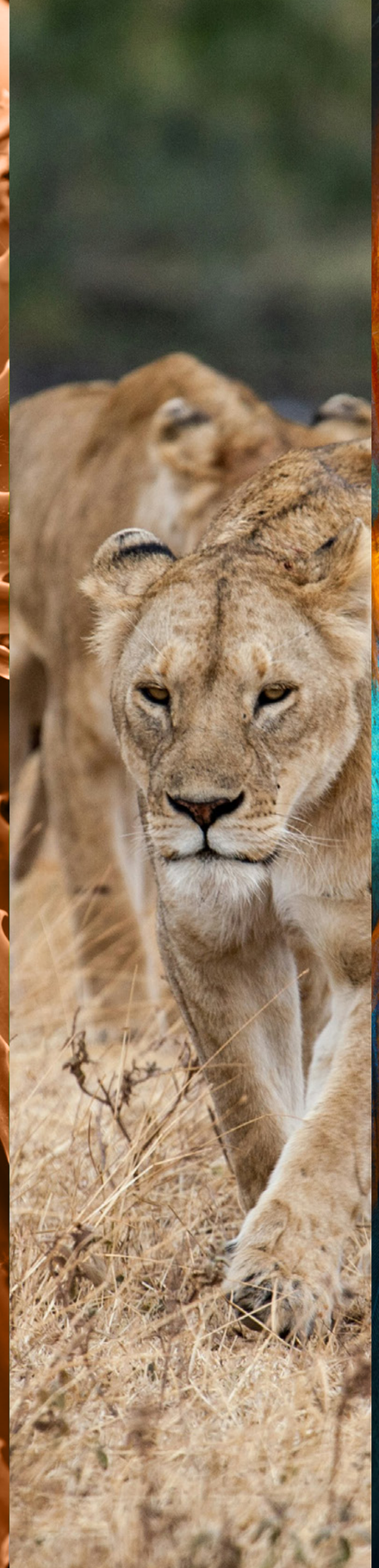
Pilanesberg (11 km)

Closest town:

Rustenburg (40km)

Closest game reserve:

Pilanesberg



Experience Sun International

Sun International Vacation Club Sales (Pty) Ltd | Reg No. 1996/007218/07 |
Directors: N. Basthdaw, J. Donaldson
Sun Vacation Club Association Trustees: N. Basthdaw; J. Donaldson; W. Whiteboy;
Dr D. Pillay; R.E. Mataka
PO Box 784487, Sandton, 2146, Gauteng, South Africa | Telephone +27 (0)11 780 7300 |
SVC Customer Care +27 (0)11 780 7811
RCI: +27 (0)11 258 1610 | TRC: +27 (0)11 258 0195 | Email: members.sivc@suninternational.com
Visit suninternational.com/sunvacationclub for more

THE LEGAL BASIS MEMBERSHIP OF A TIMESHARE SCHEME UNDER THE CONDITIONS OF THE RULES OF THE SCHEME