

**MEMBER SERVICES**

0861 THC THC / +27 39 6885000  
0861 FAX THC / +27 39 6885005  
assist@theholidayclub.co.za

**COLLECTIONS**

0861 THC PAY (0861 842 729)  
thcpay@theholidayclub.co.za

**RESERVATIONS**

0861 THC RES (0861 842 737)  
reservations@theholidayclub.co.za  
www.theholidayclub.co.za

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To whom it may concern

The Holiday Club aims to provide an industry leading product that offers members affordable leisure accommodation backed by professional, efficient service.

**20 YEARS OF SERVICE EXCELLENCE**

2013 marks the Club's 20th year in the Industry. From humble beginnings, we have grown in every sphere: staff compliment, technology, service, resorts and in general company practices. 5 Million Holidays later, we have grown from a company with a customer care team of 2 people (making manual bookings!) to a company with over 72 000 holidaying families and staff compliment of 738, including 47 in the Member Services and Reservations teams alone!

**UNIQUE POINTS SYSTEM**

Our unique and flexible Points system offers accommodation in a choice of 160+ local resorts and over 4000 affiliated resorts worldwide giving Members an unbeatable selection of the most popular, most spectacular and most fun-filled destinations imaginable.

**ABOUT THE HOLIDAY CLUB**

- Largest holiday ownership club in Africa
- 72 000+ Member families
- R730 million in property investments
- 5.4 million people sent on holiday since 1993
- Industry leading Member benefits
- 35 Managed resorts in our Signature Collection
- Online bookings with real-time availability
- No Bonds on Resort Properties

**2012 STATISTICS:**

- 94 800 local reservations
- 1348 international reservations
- 361 194 telephone calls handled

**INDUSTRY ACCOLADES:**

- Most new members enrolled for 14 years
- Developer of the year award received for 6 years
- Tourism Grading Fundi certification for all Reservations staff
- VOASA Awards including:
  - Industry Performer of the Year Award 2009
  - Outstanding Newcomer of The Year Award 2010 & 2011
  - Service Excellence Award 2011
  - Lifetime Achievement Award 2011
- Environmental Innovation Award - Placid Waters 2011
- BPESA Call Centre Service Excellence Award 2010
- Various Tourism and service awards from PRM Africa
- Various resort service and quality awards
- 3 Directors inducted to the Industry Hall of Fame

**FINANCIAL SECURITY**

The Holiday Club offers a sound financial investment. There are no bonds registered on any of the resorts and no special levies have ever been raised by the Club in the past 20 years. The annual membership fee increases are kept as low as possible and to this end we can report that the average increase between 2006 and 2012 was 9.79% well below the industry standard.

**COMPLIANCE**

The Holiday Club is a member of the Vacation Ownership Association of South Africa (VOASA), which is the body that regulates and supports the vacation industry. The ratio of our inventory versus our member base is audited annually, and reported on to VOASA, who ensure that our Club is not oversubscribed and has sufficient inventory to meet member demand. Furthermore, we are fully compliant with the Consumer Protection Act, and The Holiday Club is registered with the National Credit Regulator.

## THE GROUP

The Holiday Club is a member of the Beekman Group who, with over 41 years experience, is one of South Africa's leading corporate players in the development and management of property in the leisure sector. With a net asset value in excess of one billion Rand and actively managing 34 destinations in 4 countries, Beekman Group has the experience, expertise and infrastructure to ensure that The Holiday Club will meet all expectations.

Any further required information may be viewed on our websites [www.theholidayclub.com](http://www.theholidayclub.com), [www.theholidayclub.co.za](http://www.theholidayclub.co.za) or the Group's site [www.beekmangroup.com](http://www.beekmangroup.com) or alternatively can be provided on request to our offices.

Yours sincerely,



NEVILLE BEEKMAN  
Director