



YOU DECIDE

KEY CONTACTS TO REMEMBER

LEVY CLEARANCE

Tel: 031 717 7474

FIRST RESERVATIONS & TRAVEL ADMIN

Tel: 031 717 7475

Email: reservations@firstgroup-sa.co.za

FIRST EXCHANGE

Tel: 031 717 7500

Email: info@firstexchange.co.za

RCI SPACEBANKING

Email: resortbank@rci.com

We know that owners at Club Hacienda love going to Club Hacienda, but if you can't use your weeks next year, here are some other options for you to consider.



A NOTE FROM US

Simply let us know what your plans are for 2020.

Please have a look at the calendar for next year and return your owner instruction form. Will you be:

- Occupying yourself
- Sending your friends or family instead
- Renting your week out on our platforms
- Depositing your week with First Exchange
- Spacebanking your week with RCI

Your completed owner instruction form can be emailed to reservations@firstgroup-sa.co.za



2020 CLUB HACIENDA CALENDAR

WK	RANK	START	END
1	P3	03 Jan 20	10 Jan 20
2	H	10 Jan 20	17 Jan 20
3	M	17 Jan 20	24 Jan 20
4	M	24 Jan 20	31 Jan 20
5	M	31 Jan 20	07 Feb 20
6	M	07 Feb 20	14 Feb 20
7	M	14 Feb 20	21 Feb 20
8	M	21 Feb 20	28 Feb 20
9	M	28 Feb 20	06 Mar 20
10	M	06 Mar 20	13 Mar 20
11	M	13 Mar 20	20 Mar 20
12	P3	20 Mar 20	27 Mar 20
13	H	27 Mar 20	03 Apr 20
14	M	03 Apr 20	10 Apr 20
15	H	10 Apr 20	17 Apr 20
16	M	17 Apr 20	24 Apr 20
17	H	24 Apr 20	01 May 20
18	M	01 May 20	08 May 20
19	M	08 May 20	15 May 20
20	M	15 May 20	22 May 20
21	M	22 May 20	29 May 20
22	M	29 May 20	05 Jun 20
23	M	05 Jun 20	12 Jun 20
24	P2	12 Jun 20	19 Jun 20
25	P2	19 Jun 20	26 Jun 20
26	P2	26 Jun 20	03 Jul 20

WK	RANK	START	END
27	M	03 Jul 20	10 Jul 20
28	L	10 Jul 20	17 Jul 20
29	L	17 Jul 20	24 Jul 20
30	L	24 Jul 20	31 Jul 20
31	L	31 Jul 20	07 Aug 20
32	M	07 Aug 20	14 Aug 20
33	L	14 Aug 20	21 Aug 20
34	L	21 Aug 20	28 Aug 20
35	L	28 Aug 20	04 Sep 20
36	L	04 Sep 20	11 Sep 20
37	L	11 Sep 20	18 Sep 20
38	P3	18 Sep 20	25 Sep 20
39	M	25 Sep 20	02 Oct 20
40	L	02 Oct 20	09 Oct 20
41	L	09 Oct 20	16 Oct 20
42	L	16 Oct 20	23 Oct 20
43	L	23 Oct 20	30 Oct 20
44	M	30 Oct 20	06 Nov 20
45	M	06 Nov 20	13 Nov 20
46	M	13 Nov 20	20 Nov 20
47	M	20 Nov 20	27 Nov 20
48	H	27 Nov 20	04 Dec 20
49	P1	04 Dec 20	11 Dec 20
50	P3	11 Dec 20	18 Dec 20
51	P4	18 Dec 20	25 Dec 20
52	P4	25 Dec 20	01 Jan 21

CALENDAR KEY

WEEK RANK

L – Low

M – Medium

H – High

P1 – Peak 1

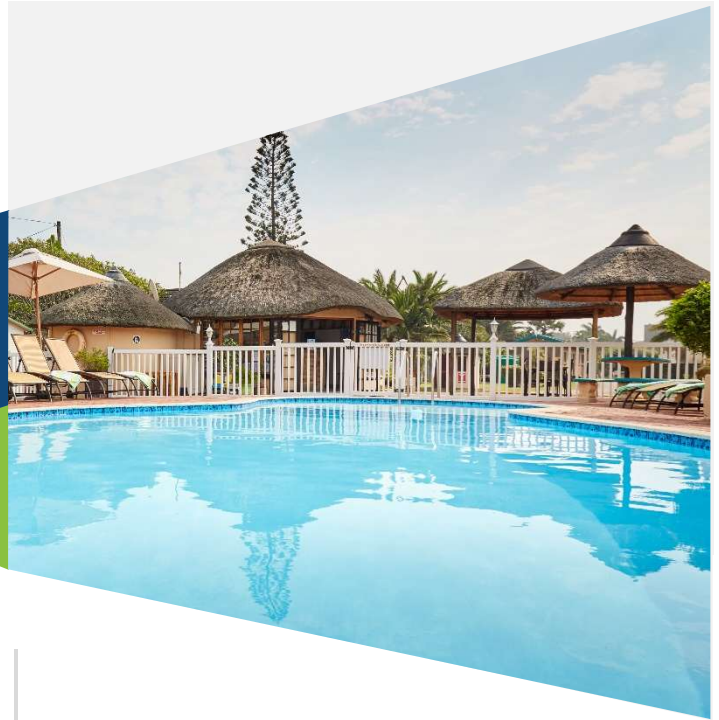
P2 – Peak 2

P3 – Peak 3

P4 – Peak 4



VISITING CLUB HACIENDA



SEND FRIENDS & FAMILY

We understand that sometimes you are unable to visit us. Why not send family or friends instead and spoil them with a holiday gift?

Our First Reservations and Travel Admin team will assist you with the guest name change.

Please make sure that you complete and submit the owner instruction form and send it to reservations@firstgroup-sa.co.za.

Kindly also ensure that you indicate the full name and identification number of the primary guest you would like to send in your place.

As you are the owner of the week, our team will send the amended guest certificate to your email address.

Please note that your levy must be paid in full to complete a guest name change.

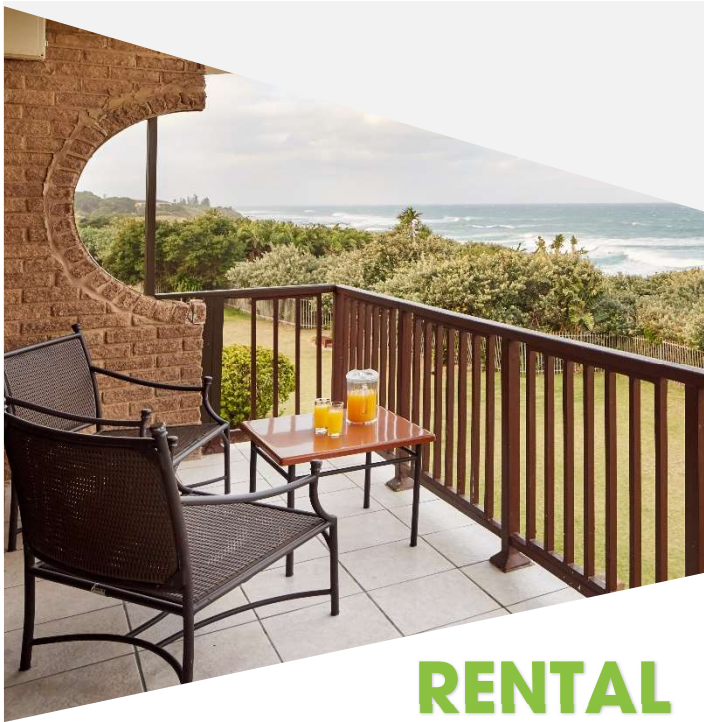
STAY YOURSELF

If you are planning to occupy yourself, please let our First Reservations and Travel Admin Team know by completing and sending your owner instruction form to reservations@firstgroup-sa.co.za.

It's important for our owners to let us know if they are staying with us, so that we can prepare for their arrival.

We want everything to be perfect and your check-in to run smoothly and efficiently.

RENTALS



RENTAL OPPORTUNITIES

To make sure that your week has the best opportunity to be rented, it is made available for booking on the following online channels:

- Club Hacienda website
- Booking.com
- Expedia
- Hotels.com
- TripAdvisor
- SafariNow
- Travelground

Your week is also available to be booked telephonically directly at the resort, as well as by the First Group Central Reservations, Fun Holidays Margate and Optima rental agents. Our rates are market-related and fluctuate according to demand and booking trends.

Standard Cancellation Policy: There is free cancellation and full refund of the reservation cost where cancellation is more than 7 days before arrival. Where cancellation is less than 7 days before arrival, there is no refund of the reservation fee.

MAXIMISING ON RENTAL

Our First Reservations and Travel Admin Team will assist you with letting out your week.

Once you have returned your owner instruction form, your week will be released to several channels to be booked. A commission of up to 25% will be charged and deducted from rentals collected. This will vary depending on the channel through which the reservation was made. Our team will notify you in writing when your week has been booked, but unfortunately rental cannot be guaranteed. Payment of rental will be processed, less the commission, after the occupation period has passed.

BEST AVAILABLE ROOM RATE PER NIGHT*

UNIT SIZE	MAX. RATE	MIN. RATE
2 BEDROOM APT	R2,260	R1,260
3 BEDROOM APT	R3,050	R1,800

*Prices effective 1 December 2019 – 30 November 2020

From time to time we may offer promotions and discounts, but these will never exceed 20% above or below the minimum and maximum rate.



FIRST EXCHANGE

USING YOUR BLUE MEMBERSHIP

The Club Hacienda Board in conjunction with First Group has negotiated, on behalf of owners, affiliation to First Exchange. You are automatically enrolled in First Exchange's Blue membership tier at no cost to you.

Your Points are valid for the current and an extra calendar year. You will only pay R320 per booking (online) and R399 per booking (call center), or R750 per booking in excess of ten per year.

You are allowed four guest name changes per year and R300 per additional change will be charged.

Points you will receive when depositing:

DAYS BEFORE CHECK-IN	% POINTS
180 + Days	115% Points
60 – 179 Days	100% Points
45 – 59 Days	80% Points
20 – 44 Days	60% Points
0 – 19 Days	0% Points

DEPOSIT YOUR WEEK

1. To deposit your week, you will still need to pay your resort levy at least 60 days prior to occupation.
2. Complete and submit the Points Deposit Form, which can be found at:
<https://www.firstexchange.co/Pages/bank-week.aspx>.
Otherwise, simply call the First Exchange team on 031 717 7500 or email your request to info@firstexchange.co.za.
3. Your account will be credited with the applicable value in Points. First Exchange will send you a notification confirming your deposit and the number of Points allocated for your week. You can also view this online once you have registered on www.firstexchange.co.za.
4. Use your Points to make a booking. Browse online at www.firstexchange.co.za or call the team to check availability to make your reservation.





SPACEBANK YOUR WEEK

1. Contact the First Group Levy Collections Team on 031 717 7474 to confirm your levy clearance.
2. Email the levy clearance code and your request to spacebank your week to resortbank@rci.com.
3. Once your week has been deposited, RCI will send you a notification confirming your spacebanking and the number of Trading Points allocated for your week.
4. Your Trading Points can now be used to make an exchange either through the RCI Call Centre on 011 258 1000 or online at www.rci.co.za.

RCI TRADING POINTS

To spacebank your Club Hacienda week with RCI, please make sure that your annual levy is paid for the check-in year that you wish to deposit.

Spacebanking is when you deposit your timeshare week into the RCI accommodation pool in exchange for Trading Points. Your Trading Points are valid for a minimum of 36 months. If you spacebank your week with RCI six months or more prior to check-in date, you will receive 10% additional Trading Points. You will still have access to International and Bonus Bookings if you bank in the 0 – 8 days window.

Points you will receive when banking:

DAYS BEFORE CHECK-IN	% TRADING POINTS
180 + Days	110% Trading Points
60 – 179 Days	100% Trading Points
39 – 59 Days	80% Trading Points
29 – 38 Days	60% Trading Points
19 – 28 Days	25% Trading Points
9 – 18 Days	10% Trading Points
0 – 8 Days	0% Trading Points