



YOU DECIDE

KEY CONTACTS TO REMEMBER

FIRST RESORTS LEVY COLLECTIONS

Tel: 031 717 7474
Email: ccfirstresorts@firstresorts.co.za

FIRST RESERVATIONS & TRAVEL ADMIN

Tel: 031 717 7475
Email: reservations@firstgroup-sa.co.za

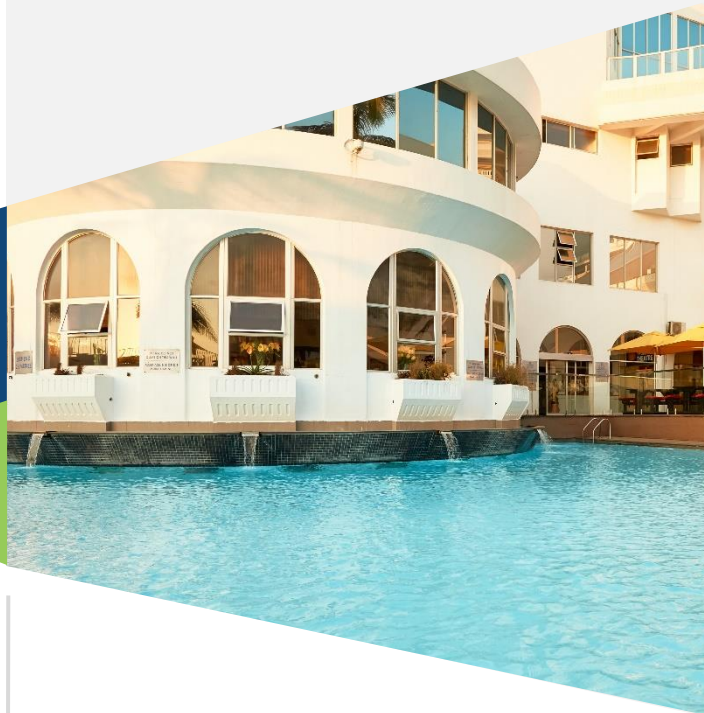
FIRST EXCHANGE

Tel: 031 717 7500
Email: info@firstexchange.co.za

RCI SPACEBANKING

Email: resortbank@rci.com

We know that owners at La Montagne love going to La Montagne, 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 the current 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 LA MONTAGNE CALENDAR

WK	RANK	START	END	MODULE
1	P4	01 Jan 20	08 Jan 20	Fixed
2	H	08 Jan 20	16 Jan 20	Fixed
3	H	16 Jan 20	24 Jan 20	8 Day Flexi
4	H	24 Jan 20	01 Feb 20	8 Day Flexi
5	H	01 Feb 20	08 Feb 20	7 Day Flexi
6	H	08 Feb 20	15 Feb 20	Fixed
7	H	15 Feb 20	22 Feb 20	7 Day Flexi
8	M	22 Feb 20	01 Mar 20	8 Day Flexi
9	M	01 Mar 20	08 Mar 20	Fixed
10	M	08 Mar 20	16 Mar 20	8 Day Flexi
11	M	16 Mar 20	24 Mar 20	8 Day Flexi
12	H	24 Mar 20	01 Apr 20	8 Day Flexi
13	M	01 Apr 20	08 Apr 20	Fixed
14	H	08 Apr 20	15 Apr 20	Fixed
15	M	15 Apr 20	23 Apr 20	Fixed
16	H	23 Apr 20	01 May 20	Fixed
17	M	01 May 20	08 May 20	7 Day Flexi
18	M	08 May 20	16 May 20	8 Day Flexi
19	M	16 May 20	24 May 20	8 Day Flexi
20	M	24 May 20	01 Jun 20	8 Day Flexi
21	M	01 Jun 20	08 Jun 20	7 Day Flexi
22	M	08 Jun 20	15 Jun 20	7 Day Flexi
23	P2	15 Jun 20	23 Jun 20	8 Day Flexi
24	P2	23 Jun 20	01 Jul 20	8 Day Flexi

WK	RANK	START	END	MODULE
25	M	01 Jul 20	08 Jul 20	Fixed
26	L	08 Jul 20	16 Jul 20	Fixed
27	L	16 Jul 20	24 Jul 20	Fixed
28	L	24 Jul 20	01 Aug 20	Fixed
29	L	01 Aug 20	08 Aug 20	7 Day Flexi
30	M	08 Aug 20	16 Aug 20	8 Day Flexi
31	L	16 Aug 20	24 Aug 20	8 Day Flexi
32	L	24 Aug 20	01 Sep 20	8 Day Flexi
33	L	01 Sep 20	08 Sep 20	Fixed
34	L	08 Sep 20	15 Sep 20	7 Day Flexi
35	P3	15 Sep 20	23 Sep 20	8 Day Flexi
36	M	23 Sep 20	01 Oct 20	Fixed
37	L	01 Oct 20	08 Oct 20	7 Day Flexi
38	L	08 Oct 20	16 Oct 20	8 Day Flexi
39	L	16 Oct 20	24 Oct 20	8 Day Flexi
40	L	24 Oct 20	01 Nov 20	8 Day Flexi
41	M	01 Nov 20	08 Nov 20	7 Day Flexi
42	M	08 Nov 20	15 Nov 20	7 Day Flexi
43	M	15 Nov 20	23 Nov 20	8 Day Flexi
44	M	23 Nov 20	01 Dec 20	8 Day Flexi
45	P1	01 Dec 20	08 Dec 20	7 Day Flexi
46	P3	08 Dec 20	16 Dec 20	Fixed
47	P4	16 Dec 20	24 Dec 20	Fixed
48	P4	24 Dec 20	01 Jan 21	Fixed

CALENDAR KEY

WEEK RANK

L – Low

M – Medium

H – High

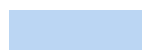
P1 – Peak 1

P2 – Peak 2

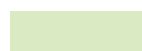
P3 – Peak 3

P4 – Peak 4

MODULE



Flexi Weeks

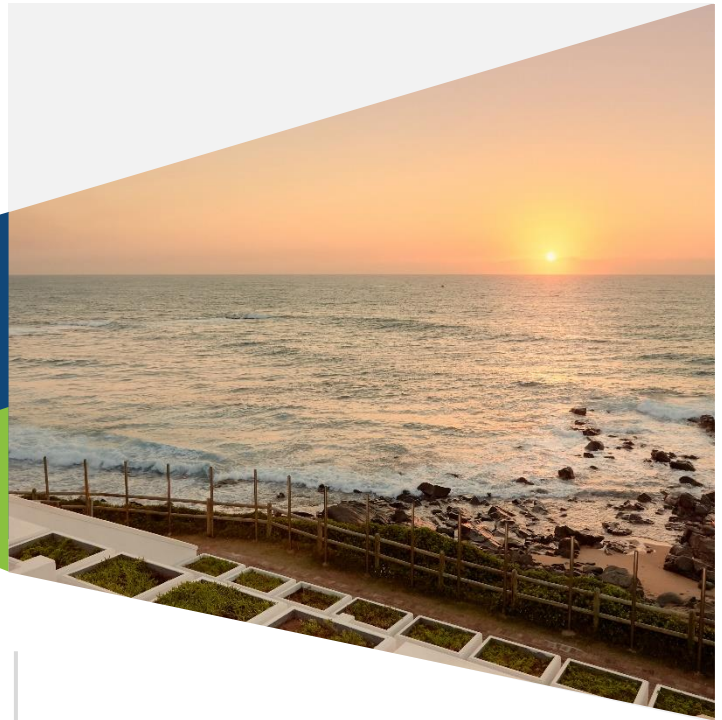


Fixed Weeks

If you are a Flexi Season owner, you can choose to holiday during any of the flexi week dates highlighted in blue. Any weeks that have not been requested by the notice date stipulated in the Use Agreement, will automatically release into the rental pool.



VISITING LA MONTAGNE



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 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

MAXIMISING ON RENTAL

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:

- La Montagne 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.

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

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.

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 for 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
STUDIO	R2,700	R1,300
SEA VIEW STUDIO	R2,810	R1,410
SUP. SEA VIEW STUDIO	R2,920	R1,520
2 BED APARTMENT	R4,430	R2,830
2 BED SEA VIEW APT	R4,540	R2,940
2 BED SUP. SEA VIEW	R4,640	R3,040
3 BED APARTMENT	R5,720	R4,120
3 BED SUP. SEA VIEW	R6,160	R4,560
3 BED PENTHOUSE	R5,830	R4,230

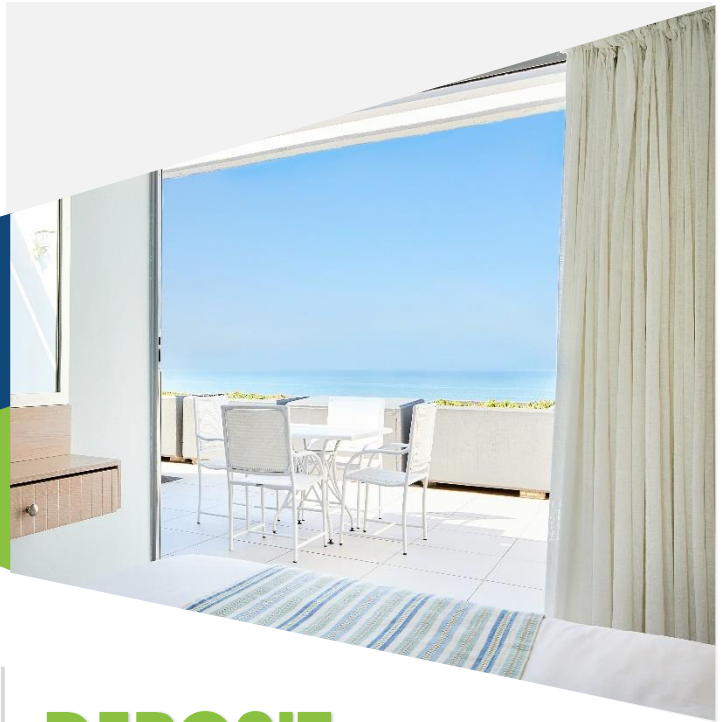
* Prices effective 1 December 2019 – 30 November 2020

SUP – Superior

BED – Bedroom



FIRST EXCHANGE



USING YOUR SILVER MEMBERSHIP

The La Montagne Board in conjunction with First Group has negotiated, on behalf of our owners, an affiliation to First Exchange. You are automatically enrolled in First Exchange's Silver membership tier at no extra 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 centre), or R750 per booking in excess of ten per year.

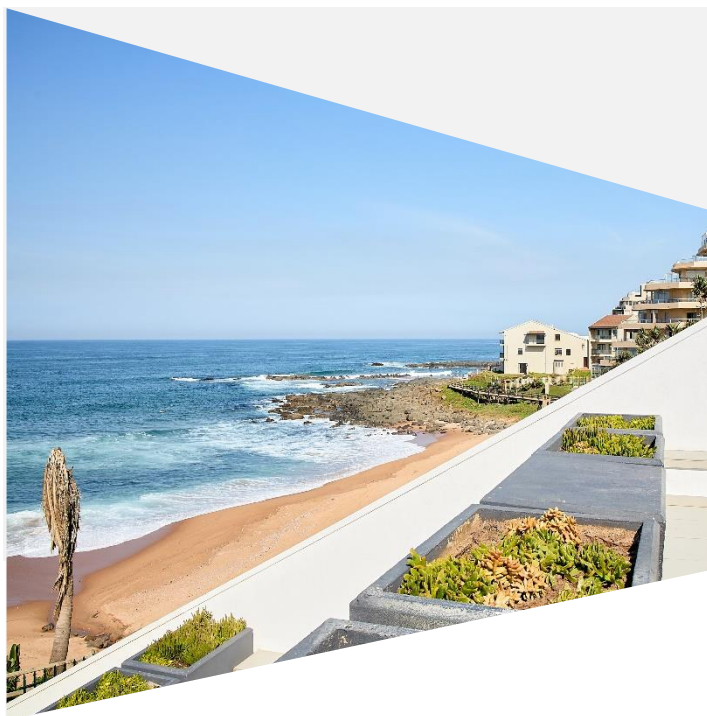
You are allowed four guest name changes per year and R300 per additional change will be charged.

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 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. First Resorts, working in cooperation with RCI, has implemented an automatic levy clearance system. With this innovation, spacebanking can now be done faster and with fewer phone calls and emails.
2. The system automatically picks up that your account is paid and clears your option to bank with RCI. NB: A levy clearance code will only be issued if your levy is paid in full or if you have entered into a payment arrangement with the Managing Agent.
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. It is the owner's responsibility to ensure that the week has been banked with RCI.
5. 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 La Montagne week with RCI, please make sure that your annual levy is paid for the check-in year that you wish to make the 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