

FREQUENTLY ASKED QUESTIONS

What is timeshare?

It is shared vacation ownership which gives clients exclusive use of accommodation in a property for a fixed term or in perpetuity. In the case of Sun Vacation Club, the period of membership is 5 or 10 years.

What is Sun Vacation Club (SVC)?

It is an Association of members not for gain, controlled by Scheme Rules and subject to Section 10 (1)(e) of the Income Tax Act, which operates a timeshare scheme in terms of the Property Timeshare Act, 75 of 1983, at Sun City.

Who is responsible for the governance of SVC?

The trustees have overall responsibility, similar to a Board of Directors, for setting policies, corporate governance and establishing a separate reserve fund for the replacement of furniture, fittings and equipment in terms of the Property Timeshare Act.

How do I get exclusive use of accommodation at Sun City?

By buying the timeshare interest in Sun Vacation Club. You can obtain a timeshare interest from Sun International (South Africa) Ltd:
E sales.svc@suninternational.com
T +27 (0)11 780 7300

What is a timeshare interest?

There are two categories of timeshare interests.

1. Peak Weeks (Weekends and Midweeks)

Fixed floating as to the time of year with respect to a specific event e.g. Easter Weekend, Christmas, New Year, July School Holidays etc. There are 11 Peak Weekends and 12 Peak Midweeks annually.

2. Flexi Weeks (Weekends and Midweeks)

The remaining weeks consist of 41 Flexi Weekends and 40 Flexi Midweeks. A flexi member may reserve space through SVC's Customer Care. A Flexi Week can be split between a Flexi Midweek and a Flexi Weekend.

When do the different weeks start and end?

A Peak Week starts on a Friday at 14h00 and ends on the following Friday at 10h00, except for the Nedbank Golf Challenge which starts on a Monday and ends on the following Monday. The dates are in alignment with the Scheme Rules of the Association which outline how the resort calendar is drafted.

A Flexi Weekend starts on a Friday at 14h00 and ends on the Monday at 10h00 (3 days).

A Flexi Midweek starts on a Monday at 14h00 and ends on the Friday (4 days).

Peak Week 12 starts on a Monday at 14h00 and ends on a Friday.



How many times a year may I use my timeshare?

It may be used only once in any particular anniversary (i.e. usage) year. It must be utilised within the 12-month period, otherwise the use will be lost for that anniversary year. Usage is not carried forward from one year to the next.

What is an Anniversary Cycle?

The Anniversary usage cycle is the annual 12-month period allocated to a specific module. It guides you as to which periods in a year you must utilise your Flexi Season modules.

When can I start to book my timeshare?

Flexi season Members may book their timeshare as soon as a membership number has been allocated and the dates being booked must be within the annual anniversary start and end date.

Peak Season Members may confirm their booked dates as soon as their membership number has been allocated.

Please review your electronic welcome pack for more details.

How long in advance can I make a booking?

Flexi bookings are done on a first come first served basis and may be reserved 12 months in advance.

Do I always have to use my timeshare at Sun City?

No, you may deposit (i.e. space bank) with our Exchange Affiliates RCI or *The Registry Collection®* (TRC) who enable you to exchange into other affiliated resorts both nationally and internationally.

How does depositing an annual usage with RCI or TRC work?

You will be allocated points (in the case of RCI) or credits (in the case of TRC) which remain valid for a period of 3 years from the date when SVC deposits your usage with the respective Exchange Affiliate. Your SVC annual levy account must be settled prior to your annual usage being deposited with RCI or TRC.

How do I become a member of RCI and do I have to pay for it?

When you become a member of SVC you automatically become a member of RCI or TRC and SVC will pay your annual fee for the duration of your active membership.



If I cannot or do not want to use my timeshare in a specific anniversary year, what else can I do with it?

Other than space banking with RCI or TRC you can send a friend or family member in your place.

How do I make bookings using RCI points or TRC credits?

You must contact the respective Exchange Affiliate directly who will assist you to make a booking at your requested resort. There is an exchange fee payable on confirmation of the reservation and bookings are subject to availability on their side. Exchange fees do increase annually on the 1st of January. RCI's or TRC's terms and conditions do apply.

Does SVC offer a rental pool facility?

No.

Do I have to pay a levy?

Yes, an annual levy is payable to cover operating costs and provide for servicing of the units or villas. A reserve fund is kept to make provision for refurbishment and replacements. The levies increase every year on the 1st of January.

Would I be notified when levies are increased and due?

Levies of Flexi Members are due and payable one month in advance of the anniversary start date and three months in advance of the month in which Peak Week falls. SVC will inform you via email of the future levy due date with the levy rates that apply.

May I use all the facilities at Sun City when making use of my timeshare?

You may use all the facilities at Sun City in the same manner as a hotel guest apart from entrance to The Palace of The Lost City and use of the Cascades swimming pool which is reserved exclusively for hotel guests.

Is entrance to the Valley of the Waves free and how many people in my unit can enter the Valley of The Waves?

Entrance is free for SVC members. A two-bedroom unit will receive six free entrance passes, a three-bedroom unit will receive eight free entrance passes and a four-bedroom villa will receive ten.

Is timeshare an investment?

Timeshare is an investment by way of saving on the cost of future holidays. It is not acquired for rental yield, return on investment or capital gain on transfer.

Do I have the right to cancel the contract and get a refund of monies paid?

Yes, there is a five-day cooling off period from date of signing the agreement, but the request to cancel must be received by Sun Vacation Club in writing within five working days.