FIND YOUR WAY

your guide
to the Premier lifestyle...
Premier Private Resorts is proud to bring you a fine selection of the utmost luxury to choose from, with a range of superior local and international resorts selected especially to suit your discerning tastes.

We can only maintain this level of service by constantly monitoring and researching our members’ expectations and we request that you participate in our regular surveys.

The member feedback received via Twitter, Facebook, and Google+ has been overwhelmingly encouraging, and we look forward to continuing this positive trend in future. Please sign up with these, if you haven’t done so yet, in order to contact us directly. We love to hear from our members and look forward to interacting with you through these forums.

A brand new resort directory is in production at the moment and we will notify you as soon as they are ready.

We look forward to showing you the way to matchless indulgence once again in this edition of Find Your Way.

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IMPORTANT OPEN DAYS
Last Wednesday in January. Book from week 48-10
Last Wednesday in September. Book from week 11-47

ONLINE BOOKING
For ultimate convenience, Premier Private Resorts’ members can book online anytime. Simply log on to www.premierprivate.co.za, browse through the options and make your booking from anywhere.
HOLIDAY CONTRIBUTION
- The Holiday Contribution is payable at the beginning of each year and is based on the number of Points you own.
- This is used to pay resort levies and covers the estimated annual costs of your scheme’s accommodation.
- This amount is due annually and is calculated on an agreed percentage of the monetary value of your Points allocation for the year. Currently, the Holiday Contribution is calculated at 8.5% of the value of the Points you own, with a minimum contribution of R4,725.00 and limited to R13,750.00.
- Once the payment is received, it is transferred to your Holiday Savings account.

HOLIDAY SAVINGS
- Your Holiday Contribution is kept in your Holiday Savings account until you book a holiday and only then is the applicable amount deducted from your Holiday Savings.
- In the event that your Holiday Savings are depleted, you can pay in extra towards your desired holiday.
- Leftover Holiday Savings are carried forward at the end of the year to the next year.
- Holiday Savings not used within 3 years (current plus 2 years) will expire. You will, however, be notified in advance.

ACCOMMODATION FEE
- When you book your holiday, you will be advised of the Accommodation Fee applicable to that holiday.
- The Accommodation Fee will be deducted from your Holiday Savings.
- If the Accommodation Fee due is more than the amount in your Holiday Savings account, you simply pay in the difference within 24 hours of making your reservation.

HOW YOUR HOLIDAY SAVINGS WORK FOR YOU:

**STEP 1**
Pay your Holiday Contribution Payment is transferred to your Holiday Savings account and is available to use right away.

**STEP 2**
Call your Holiday Planner or make your booking online. The Accommodation Fee is deducted from your Holiday Savings when you make a reservation.

**STEP 3**
Receive your Guest Certificate

**STEP 4**
GO ON HOLIDAY!
Like a sports club, Premier Private Resorts requires an Annual Club Subscription to cover its annual operating expenses, such as accounting, administration, reservations, sending statements, issuing guest certificates, communication, etc.

This subscription is due upon joining the Club and every January thereafter. All members pay the same amount.

The Refurbishment Reserve is used to maintain the standards of the accommodation owned by the Club. The amount is due every January and is based on the agreed percentage of your Points value: the current percentage is 0.85% with a minimum contribution of R472.50 and limited to R1 375.00.

Your Annual Holiday Contribution is used to pay resort levies and cover the estimated annual running costs of the scheme’s accommodation.

Example calculation of annual fees for a member with 7 000 points:

2017 Annual Fees Due Calculation
- Club Subscription: R 1 685
- Refurbishment Reserve: R 814 (0.85% of Points Value)
- Christel House Contribution: R 25

Total: R 2 524

Holiday Contribution / Savings: R 8 140

Accommodation Fee: R 4

100% Matric pass rate
64% Bachelor pass rate
99% Year-to-year student retention rate
98% Attendance rate amongst students and teachers
100% Students receiving breakfast, lunch and a snack daily
100% Students transported to and from school each day

Academic Efficacy

Key Findings - Effect
Christel House significantly outperforms public schools in Mathematics and English at Grade 3, 6 and 9 levels and achieves markedly higher Matric pass rates. More importantly, bachelor admission rates are significantly better - 64% vs the Western Cape public school average of 39% and the national public school average of 28%.

Christel House graduates are much more likely to be enrolled in tertiary institutions (40% vs the national average of 16%), are less likely to drop out and are much more likely to find employment than those coming from the public school sector - 84% vs the 32% Western Cape youth employment average.

Christel House clearly contributes to greater socio-economic opportunity for the communities it serves, providing both learners and their families with a better sense of self, hope and safety.

Based on their accomplishments to date, Christel House children are expected to have opportunities for higher lifetime earnings and increased socio-economic impact.

Christel House learners are on a trajectory toward self-sufficiency.

The Efficacy Study
Christel House commissioned EY to test the efficacy of its transformative education model. Using school records, interviews, surveys and benchmark data from national institutions and data repositories, this is a summary of what they found.

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Christel House learners are on a trajectory toward self-sufficiency.
USING YOUR POINTS

FIRST, BUY YOUR POINTS

- Once you purchase your Points, they are automatically reissued to you each year.
- These Points increase in number with inflation every year ensuring that your Points, and therefore your leisure status, grow in value every year.
- Your leisure status reflects your points available including these Bonus Points.
- Bonus Points are not re-issued.

BONUS POINTS

- A number of Bonus Points are issued to members when you first purchase Points. These Bonus Points are for once-off use only.
- Bonus Points are not re-issued.

WHERE TO USE YOUR POINTS

- Any unused Points are accumulated for up to 3 years (current year + 2 years).

YOU MAY BORROW up to 25% of next year’s Points for the current year’s holidays.

EXAMPLE OF HOW POINTS INCREASE YEAR ON YEAR

YEAR 1 | YEAR 2 | YEAR 3
--- | --- | ---
10 000 Points Purchased | 10 000 Points | 10 650 Points from Year 2
-650 Points (escalated at 6.5% inflation) | +690 Points (escalated at 6.5% inflation) | +1 200 Points borrowed from Year 3
TOTAL: 10 000 Points available | TOTAL: 10 650 Points available | TOTAL: 11 340 Points available

EXAMPLE OF HOW POINTS CAN BE USED

YEAR 1 | YEAR 2 | YEAR 3
--- | --- | ---
10 000 Points issued | 4 500 Points from Year 1 | 0 Points from Year 2
-3 000 Points used for Holiday | +10 000 Points Year 2 allocation | +690 Points (escalated at 6.5% inflation)
-2 500 Points used for Holiday | +650 Points (escalated at 6.5% inflation) | +1 250 Points borrowed from Year 3
1 500 Points used for Holiday | +1 250 Points borrowed in Year 2 | 2 600 Points used for Holiday
TOTAL: 4 500 Points available | TOTAL: 0 Points available | TOTAL: 7 540 Points available
Each year you are allocated Points, and you will also add to your Holiday Savings account in monetary value. These are saved for you until you are ready to go on holiday.

You can accumulate up to 3 years worth of Points and Holiday Savings (current year + 2 further years).

Each year’s allocation is stored in a “Window” waiting to be used.

The Window shows you the year in which your Points and Savings were allocated.

Unused Points and Savings from the first Window will expire at the end of the third year, unless they are used.

Always check your Leisure Status Update to see if any Points or Holiday Savings are about to expire.

Points Expiring?
We will always notify you should your Points be in danger of expiring.

You Can Borrow
Up to 25% of next year’s Points for the current year’s Holiday.

Any Unused Holiday Savings
are accumulated for up to 3 years (current year + 2 further years).

Use it or Lose it. Your Holiday Savings expire on
31/12/2016
31/12/2017
31/12/2018

0.00
554.86
2296.04
2850.90

Use it or Lose it. Your Points expire on
31/12/2016
31/12/2017
31/12/2018

139
20269
19163

Online is the way to go for our members. Our dedicated online payment gateway is the quickest and most convenient way to stay up-to-date with all your payments, ensuring that your holiday savings are filled up and ready to go when you are! What’s more we are rewarding our members with great discounts for online payments made with regard to 2017 fees.

Pay in full online via the member portal in October and you will get the 10% early payment discount as well as a R825 discount on your Club Subscription.

Join Us Online

Follow these easy steps to join our online community:

1. Go to www.premierprivate.co.za.
2. Fill in your DETAILS.
3. Don’t forget to SELECT “I have read and agree to the terms & conditions”.
4. Click the REGISTER button.
5. You will receive an email with your PASSWORD.

Ready to Go Online?

It’s that simple!
Our Fill Up on Us campaign has come to an end and what a success it was! Every month one lucky winner was the recipient of a R1000 fuel voucher, a R1000 shopping voucher and 2000 Bonus Points. Plus everyone that entered was placed into a lucky draw for a holiday to Sun City Vacation Club in North West Province, which was won by Mrs G A Vissie – congratulations again. 

What awesome prizes, we hope all the winners enjoyed theirs!

Next year we will be running a similar competition entitled “Dreams can come true” so keep your eyes peeled for details and make sure you enter!

WINNER:
Mrs G A Vissie

2016 AT A GLANCE

We love treating our members to extra opportunities for holidays and run regular campaigns and flash sales to allow everyone the chance to enjoy an extra holiday or two. These are some of the campaigns that took place in 2016, in addition to our regular Specials, Bonus Weeks and impulse bookings.

MANDLE DAY

This year we celebrated Mandela Day by giving our members 47% off Points for all bookings done on that day. Holidays were snatched up fast and furious and we booked even more than last year. Make sure you get your discounted holiday during our Mandela Day campaign next year.

Total number of bookings: 303

NO POINTS DAY

The No Points Day Flash Sale was a massive hit with our customers. Keep a look out for our next flash sale with more crazy discounts and extra holidays for our members.

Total number of bookings: 201

BONUS BONANZA

This year we ran an awesome promotion on our Bonus Weeks whereby members could benefit from a decreasing amount of discount depending on when they booked a bonus week during a five week timeframe. Starting from 50% and going down to 20% as the weeks progressed. This promotion was also very well supported and we are looking into offering it again next year.

Total number of bookings: 754

WINNER:
Mrs G A Vissie
Our social media pages are becoming increasingly popular, with over 4000 people following our Facebook page. This is an increase of 113% since the end of January. Don’t miss out on all the latest news from your club, find us on Facebook today!

FACEBOOK

TWITTER
Follow us on Twitter and get instant updates on the latest news. https://twitter.com/thepremierlife

INSTAGRAM
At Premier Private Resorts we are on a journey of discovery, to see, taste, feel and soak up everything that our beautiful country can throw at us. Join us. https://www.instagram.com/premierprivateresorts/

LIKE
FOLLOW
TWEET
SHARE
COMMENT
Connect, interact, receive, stay up to date
Once your reservation has been confirmed you will receive a Guest Certificate via email or post. Present this with a photo ID when you arrive at your holiday destination. A Guest Certificate may be issued in the name of a family member or friend up to 4 times a year. Please notify the Club in writing to take advantage of this benefit. Fax: +27 31 709 1810 or Email: reservations@premierprivate.co.za.

HOW TO MAKE A RESERVATION
1. Identify a region and season in which you would prefer to holiday.
2. Prepare to be flexible and try out new experiences, regions and seasons.
3. Make sure your membership number is on hand.
4. Contact your professional holiday planner on +27 31 717 7410.
5. Ask them to check availability for your preferred regions and seasons.
6. Your holiday planner will advise you how many Points are needed and any Accommodation Fee due.

MAXIMISE YOUR MEMBERSHIP
• Book early to avoid disappointment.
• Before you begin planning, find out what accommodation is available, where and when.
• Be flexible with regard to unit size.
• Be flexible with regard to switching units or resorts halfway through a 2-week stay.
• Take advantage of Specials and Bonus Breaks.

PLAN YOUR HOLIDAY
• Book early to avoid disappointment.
• Before you begin planning, find out what accommodation is available, where and when.
• Be flexible with regard to unit size.
• Be flexible with regard to switching units or resorts halfway through a 2-week stay.
• Take advantage of Specials and Bonus Breaks.

POINTS CHART
• The Points Chart is updated every year and is available online at www.premierprivate.co.za.
• This serves as a guide as to the number of Points you need for each holiday destination.

LEISURE STATUS UPDATE
• Use it! Don’t lose it!
• You will receive your Leisure Status Update every quarter. This provides a summary of:
  • Your holidays.
  • The Points available to you.
  • The available balance in your Holiday Savings account.
  • The expiry date of both your Holiday Savings and your Points.

BOOK YOUR HOLIDAY
• Make sure your membership number is on hand.
• Contact your professional holiday planner on +27 31 717 7410.
• Ask them to check availability for your preferred regions and seasons.
• Your holiday planner will advise you how many Points are needed and any Accommodation Fee due.

Not enough Points? You can still go on holiday!
• If you don’t have enough Points, you can borrow up to 25% of your Points from next year.
• You can also borrow up to 100% of next year’s Points when making a reservation this year for next year.
• Call your Holiday Planner for assistance.

CANCELLING A RESERVATION
1. Should you cancel a reservation 28 days or more before occupation, you will be refunded all your Points and the Accommodation Fee (check the forfeiture window).
2. A nominal administration fee applies.
3. Should you cancel less than 28 days before departure, you will forfeit your Points and the Accommodation Fee.

NOT ENOUGH HOLIDAY SAVINGS?
NO PROBLEM!
If you don’t have enough in your Holiday Savings account, a “top-up” payment can be made to secure your booking. Your “top-up” must be paid within 24 hours of making a reservation.
EXTRA BENEFITS

CRUISE HOLIDAYS
As a Premier Private Resorts member you have automatic access to cruise holidays. Whether you choose to cruise locally, on the Atlantic or Indian Ocean, or venture into foreign waters, we have the cruise for you. A romantic escape, an active family adventure or a fun getaway with old friends are all possible with a cruise holiday. Rand for Rand, cruising offers the best value, with accommodation, 3 meals a day, a midnight snack, non-stop entertainment, on board activities and a kiddie’s amusement programme all included in your fare. Premier Private Resorts cruise rates are exclusive to members.
Call +27 31 717 7410.

CLUB LEISURE TRAVEL
Our in-house travel team goes the extra mile to make sure that you enjoy the best rates on car hire and flights. A myriad of thrilling packages of fantastic rates are also available. Visit dream destinations such as Egypt, Cuba, Mexico, Buenos Aires and Europe - all possible with Club Leisure Travel, your very own travel specialist.
The Club Leisure Travel website is regularly updated with the latest travel packages and great flight deals. Visit us on www.clubleisuretravel.co.za or call 087 808 2000.

EXCHANGES THROUGH PARTNERS
One call gives you access to our vast holiday portfolio and that of our 18 Holiday Partners. With Premier Private Resorts, no additional exchange fees apply to any bookings with Holiday Partners. No membership fees are payable to any exchange company.

FRED TO GO
Keen to take a last minute holiday? We offer Fred to Go, our travel partner, provides even more benefits to our members. By means of Fred to Go, you can book your flights, car hire, international cruises, tours and hotel accommodation all at the same time, earning rewards as you go.

BONUS BREAKS
Bonus Breaks are cash bookings, available during out-of-season periods and are subject to availability. Take advantage of 10 bonus breaks per year for extra getaways.

SPECIAL OFFERS
Members enjoy the use of 10 of these special offers per year - including locally and abroad, where discounts are offered on Points and Accommodation Fee.

IMPULSE BOOKINGS
Keen to take a last minute holiday? We offer Impulse Bookings for occupation within 28 days. These are short notice bookings where the Points needed are reduced by as much as 50% and you can also make use of your Holiday Savings.

To take advantage of these great deals, look out for them in your Gilt Edge magazine that is available online or the monthly “Your Premier Passport” email.
Alternatively call us on +27 31 717 7410 or book online at www.premierprivate.co.za.
MEMBER BENEFITS

Your Holiday Experience
Share your happy holidays and advice with other members. Send your short story with photographs to stories@premierprivate.co.za. We’re constantly striving to improve your holiday experiences at our resorts and value your feedback. Please visit www.premierprivate.co.za/Contact Us to send us any feedback.

Gilt Edge
Our exclusive member magazine, Gilt Edge, is available to you online 3 times a year. It is full of information and inspiration about prime holiday opportunities in South Africa and around the world. In addition, we update you with the latest holiday packages at the best prices.

Member Surveys
Upon returning from a holiday, we ask all our members to complete a short survey summarising their holiday experience. This helps us to address any problem areas and stay in touch with our members’ preferences.

Member Passports
Make sure we have your email address so you can receive our monthly e-newsletter, “Your Premier Passport”. It is packed with the latest Special Offers, Bonus Breaks, exhilarating travel packages, flight specials and sensational promotions.

FAQs
Got any question? For answers, visit www.premierprivate.co.za.

HAVE YOUR CONTACT DETAILS CHANGED?
Notify us in writing if your contact details have changed, and remember to quote your Membership Number. Send changes to: Premier Private Resorts Preferred Services P.O. Box 1583, Pinetown, 3600 or Email: queries@premierprivate.co.za or Fax: +27 31 709 1810
Alternatively you can update your details on the website: www.premierprivate.co.za

KEEPING IN TOUCH

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Web: www.premierprivate.co.za

ACCOUNTS:
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WEBSITE AND ONLINE NEWS
Log on to www.premierprivate.co.za and follow the prompts under the member login. Once you are registered, it’s so easy to book your holiday and view the latest news, holiday destinations, Points Chart and your membership accounts.

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