



FREQUENTLY ASKED QUESTIONS

Sun Vacation Club
Sun City

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 10 years.

What is Sun Vacation Club (SVC)?

It is an association of members not for gain, controlled by 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 at the following email address sales.svc@suninternational.com or telephone number +27 11 780 7900 or fax# 011-780 7051

What is a timeshare interest?

There are two categories of timeshare interests. Firstly – Peak Weeks (Weekend and Midweek) are 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 weeks annually.

Secondly – Flexi Weeks, the remaining 41 weeks of the year are flexi weeks. A flexi member may reserve space through SVC's Central Reservation Office (CRO) in these 41 weeks.

A flexi week can be split between a Flexi Midweek and a Flexi Weekend.

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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.

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).

How many times a year may I use my timeshare (say midweek)?

It may be used only once in any particular anniversary year. It must be utilised within the 12-month period, otherwise the use will be lost for that anniversary year. Use is NOT carried forward from one year to the next.

What is an Anniversary Occupation Period?

Anniversary Occupation Period is the annual 12 month period allocated to a specific time module (e.g. Flexi Midweek).

When can I start to book my timeshare?

Once the purchase price or part of it is paid, the fully completed agreement has been proposed and your details recorded on the Sun Vacation Club reservation system. You will be supplied with a membership number and an electronic starter pack that includes a copy of your contract, booking guide and conduct rules. Please see Booking Guide Reservation Rules, Subscriptions, Conduct Rules, Contact and Resort Information

How long in advance can I make a booking?

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

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

No, you may space bank it with RCI and exchange it into any of their 4,000 resorts worldwide and 170 resorts in South Africa. There is an exchange fee payable on confirmation of the reservation and their terms and conditions apply.

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 and SVC will pay your annual fee.

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 you can send a friend or family member in your place.

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 apartments. A reserve fund is kept to make provision for refurbishment and replacements. The levies increase every year on the 1 of July.

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 occupation period and three months in advance of the month in which Peak Week falls. SVC will inform you per 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 with the exception of 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 6 free entrance passes and a three bedroom unit will receive 8 free entrance passes.

How many units are there in Phase I?

There are 184 x 2 bedroom units and 50 x 3 bedroom units.

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 5-day cooling off period from date of signing the agreement, but the request to cancel has to be received by Sun Vacation Club in writing within 5 working days.