

HOW TO MAKE A RESERVATION

Your next dream holiday is closer than you think. With our easy online Reservations website and friendly Call Centre staff you'll be able to book your next holiday before you can say "Ready, Set, Holiday!"



ONLINE RESERVATIONS Local



Making an online Reservation is quick, easy and secure. Most importantly, with real-time availability you can see exactly what the Call Centre consultants would see, and you can make your Reservation any time of the day. **As an added bonus we have 'web only specials' that really make this method worth your while.**

Some of the online features you have access to are:

- Booking Points reservations
- Booking rental reservations
- Using advanced Points to book your holiday now
- Cancelling reservations
- Adding guest details to your reservations
- Logging and tracking your reservation queries online

As a Member you are automatically registered as a user on the website. All you have to do is log onto: www.theholidayclub.co.za using your Membership Number as the username.

CALL CENTRE RESERVATIONS Local and International



Making a reservation with the Call Centre is as easy as going on holiday! Our professional Consultants will assist you with all reservations related matters.

All Holiday Club Members received **three** free bookings per annum, made through the Call Centre, thereafter a booking fee of R89 per booking will be charged. Website Bookings do not carry this fee.

In addition, the Call Centre staff can book additional products such as Body Bliss Day Spa treatments and merchandise.

STEP 1 - SEARCH

Go online at www.theholidayclub.co.za and log in. Then go to the availability page, select the dates and country, select the area/s you'd like to travel to and then select **[GO]** to search. Once the availability is retrieved, make use of the comprehensive filters to narrow your search by: **[Sleeping Max i.e. number of people]; [Points value]; [Duration]; [Ideal For icons]; or [Resort Facilities]**

NOTE:
You can currently only make reservations for countries listed on the website, namely South Africa, Botswana, Mozambique, Namibia and Zimbabwe. For all other international destinations, you can view the resort and unit information, but reservations can only be made through the call centre.

STEP 2 - SELECT

Filter through our resorts and select **[View Availability]** to choose the one best suited for you.

Once you have found the resort and suitable unit size, insert the number of units you require next to **[Quantity]** and press **[Select]** and then press **[Add to Basket]** to place the item in your Holiday Basket. Here you can hold as many possible options as you like and choose the perfect one before you make a booking.

The Holiday Basket confirms how many Points the reservation will cost, and whether any additional fees are payable. Look out for "special information" notices on this page.

STEP 3 - CONFIRM

Now it's time to confirm your reservation. Make sure that you have correctly selected the reservation that you require, and that you have read and understood the applicable terms and conditions.

NOTE:
Should you have any arrears on your membership account the reservation will go into a provisional status until all outstanding amounts are settled in full. You can either settle the arrears online or contact our Collections Department who will gladly assist you with the processing of the payment.

NO ADDITIONAL BOOKING FEES PAYABLE FOR ONLINE RESERVATIONS

STEP 1 - SEARCH

LOCAL
Once your travel dates are decided call **0861 842 737**, and select option 1 for accommodation within South Africa, Botswana, Mozambique, Namibia and Zimbabwe. Make sure that you have two alternative options in mind as we work on a live system and availability is on a first come, first served basis. Your Reservations Consultant will advise you on the accommodation available.

CALL CENTRE HOURS:
Monday to Friday 8am to 5pm

INTERNATIONAL
Once you have your preferred country and date of travel ready, call **0861 842 737** and select option 2. Please remember that Passport and Visa requirements are your responsibility.

CALL CENTRE HOURS:
Monday to Friday 8am to 5pm

STEP 2 - SELECT

Once you have made your selection, please ensure that you understand the reservation's terms and conditions. The Consultant can also update the guest details of your reservation on request.

NOTE:
Should you have any arrears on your membership account the reservation will go into a provisional status until all outstanding amounts are settled in full. Provisional reservations are valid for 48 hours and will automatically be cancelled should the outstanding fees not be settled. To secure your reservation immediately, you can settle the arrears directly with the Consultant via credit card.

STEP 3 - CONFIRM

The Consultant will confirm the reservation for you and forward your confirmation letter via email, fax or as a last resort, via post.

NOTE:
Be sure to look out for "special information" on the confirmation letter, especially the reminder email you receive closer to your check-in dates as this letter would have updated details of the resort and your accommodation.



REMINDER:
Book online and save!

www.theholidayclub.co.za



RESERVATION CANCELLATION POLICY
Speak to your Reservations Consultant or visit our website for details.

0861 842 737
(+27) 39 688 5555