

# MANAGE YOUR ACCOUNT ONLINE

Enjoy easy access to all your account details at your fingertips, anytime - day or night!

Our advanced, easy-to-use website gives you the freedom to:

## STAY UP TO DATE

- View current news and updates
- Access the latest holiday deals
- View information on local and international resorts
- View our Private Edition magazine online
- Keep informed about The Holiday Club and more

## MANAGE YOUR MEMBERSHIP

- Check your available Points balance
- Update your details and password
- Manage your holiday preferences
- Manage your communication preferences
- Log and track support queries online
- View your financial account in detail
- Pay your accounts online

## MANAGE YOUR HOLIDAYS

- Make local Points reservations
- Make local Rental reservations
- Cancel your reservation
- Download confirmation letters
- Edit guest details



## MY PROFILE FEATURES

### MY PROFILE

- Find all the key information pertaining to your membership
- Customise your home page view, so you only see what's important to you

### MY ACCOUNT

- View all accounts linked to your membership in one simple overview
- Print statements
- Review historical transactions on your accounts
- Payments can be made using credit cards or EFT

Membership Status	Classic	Points Status
Membership No. PLPTMAXRELAX	Amount Now Due R 0.00	Current Available Points 10
Arrears R 0.00	Premium Holiday Cover Active	Points Expiring next 10 on 30-06-2022
iExchange Affiliation Valid Until 30-06-2021		Next Anniversary Date 01-07-2021
		Borrowed Points 0
		Available Points to Borrow 0

  

Accounts Overview			
Name	Account No	Arrears	Now Due
Purchase	PLPTMAXRELAX	R 0.00	R 0.00
Finance	PLPTMAXRELAX	R 0.00	R 0.00
Membership	PLPTMAXRELAX	R 0.00	R 0.00
Trust	PLPTMAXRELAX	R 0.00	R 0.00
iExchange	PLPTMAXRELAX	R 0.00	R 0.00
Rental	PLPTMAXRELAX	R 0.00	R 0.00

\* This diagram is for illustration purposes only. (The Holiday Club GO! Members will not have the same view.)

### MY BOOKINGS

- Keep track of all your past and upcoming local bookings, with full details of all provisional, confirmed and cancelled bookings
- Additional features include:
  - Access to view and print confirmation or cancellation letters
  - Changing your guests' details

Select	Res #	Resort	Unit	Span	From	To	Type	Amount	Status
<input checked="" type="radio"/>	1234561	Cayley Lodge	9	Midweek	09-11-2021	13-11-2021	Points	5	Confirmed
<input type="radio"/>	1234562	The Aloes	6	Midweek	23-11-2021	27-11-2021	Points	4	Confirmed



Simply log on to [www.theholidayclub.co.za](http://www.theholidayclub.co.za)



### MY POINTS

- View your Points summary including transaction history and expiry dates
- You can also download and print Points statements

#### Points

Membership Status	Classic	Points Status
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Date	Description	Points	Expiry
01-07-2018	Allocate Annual Allocation	20	01-06-2021

### MY DETAILS

- Update your contact details or password online
- Update your communication and holiday preferences
  - Select what marketing correspondence you want to receive
  - Add the contact details of other users who are authorised to access your account to receive these messages
  - Under the Holiday Preferences tab, you'll be able to indicate where you like to go and what you like to do so that we can notify you of promotions

#### My Details & Users

PERSONAL DETAILS	POSTAL ADDRESS	CONTACT DETAILS
Title Mr	Address 3 Daly Street	Cell 0861 842 842
Initials M	City Port Shepstone	Email maxrelax@beekmangroup.com
First Name Max	Area Port Shepstone	Fax 0861 329 842
Surname Relax	Code 4240	Home 0861 842 842
ID Number n/a		Work 0861 842 842
Date of Birth n/a		

### MY SUPPORT

- Submit an online support request for any query
- You can also track the progress of your queries

#### SUPPORT

Submit a Work Order

Select Query Type

Subject

Your Message

Submit

## YOU ARE ALREADY REGISTERED

As a Member of The Holiday Club, you are automatically registered to access our website. A temporary password is created and emailed to you once your agreement is loaded onto our system.

To start, simply go to [www.theholidayclub.co.za](http://www.theholidayclub.co.za), select Login and enter your Membership Number followed by your password and click Login.

## FORGOTTEN USERNAME AND PASSWORD

If you have forgotten your username or password, click on Login and select either Forgotten Password or Forgotten Username, complete the required info, click Submit and the info will be emailed.

## OUR WHATSAPP SERVICE

You can also manage your account online through following the links and prompts from our WhatsApp Service. Add our number +27 60 076 2210 to get started!



### HINT

## HAVE THE FIRST CHOICE

It's a good idea to know when holiday weeks are released, so that you don't miss out on your favourite resorts for your preferred dates.

Our holiday weeks are released at different times of the year, due to the fact that some resorts operate using different usage calendars.

When you are logged in on the website, you can view the "Resort Release Schedule" in the Resorts menu bar, for an easy-to-use guide to see when new inventory for your favourite resort is most likely to be released.

Scan the QR Code to check out the Resort Release Schedule.

