



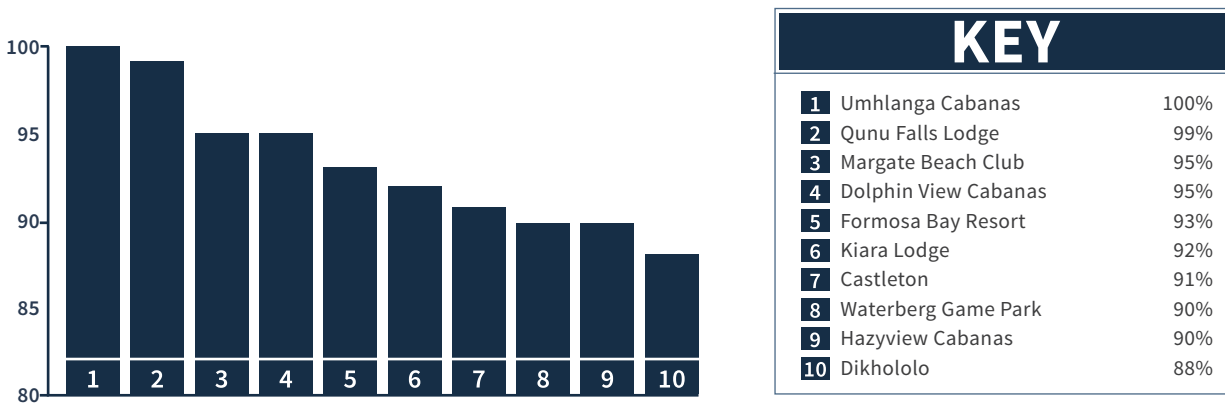
# OUR CUSTOMER FEEDBACK

We strive to ensure that every holiday with The Holiday Club is a great one. We love hearing from our Members through various channels and we carefully analyse every feedback we receive. Members send us feedback through our annual Member survey, comment cards and the SMS system in place at our resorts. This system not only lets Members ask for immediate assistance on-site but also lets them rate their stay with us.


See below what our Members had to say based on our feedback channels:


## Our last year's overall approval rating for the top 10 recommended resorts


Congratulations to the resorts below, whose guests are most likely to recommend them.




## Our latest survey further revealed that:

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The vast majority of our members remain satisfied that The Holiday Club is good value for them
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74% gave their thumbs up that the quality of our resorts is GREAT
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88% agree that The Holiday Club keeps them well informed about developments and holiday deals available
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78% of our members think our staff members are GREAT, with 80% declaring that the staff are knowledgeable about our products and services