


YOUR ACCOUNTS EXPLAINED




As a Member of The Holiday Club you will have various accounts linked to your profile. This is due to certain fees being charged on behalf of other entities within The Holiday Club, and in order to keep control of all these transactions, we need to keep them separated.

TRUST ACCOUNT



To make your life easier, you can pay multiple accounts with one payment. The Trust Account is a holding account for all payments and we will transfer the amounts owing to each individual account. These payments are allocated in order of amounts outstanding the longest.


PURCHASE AND FINANCE ACCOUNTS



The Purchase Account will reflect your purchase price, less your deposit, plus the administration fee.

The Finance Account will then reflect the balance to be financed should you have chosen to finance the amount outstanding. The Finance Agreement's terms range from 3 - 72 months. Each month's service fees and interest are raised on the account. These amounts are included in your monthly instalment and need to be settled within 30 days of statement.

MEMBERSHIP AND RESERVATION FEE ACCOUNT



The Membership Fee is used to pay the levies of all the inventory owned by the Club. The Reservation Fee covers the cost of various administrative and staff costs relating to our Call Centre.

These fees are invoiced annually in the month prior to your Anniversary Date and are payable 30 days from invoice.

Additional booking fees (if applicable) may also be charged to this account, as and when they become due.

iEXCHANGE AFFILIATION ACCOUNT



iExchange offers exciting exchange options both locally and internationally. Any fees relating to using this iExchange benefit, if applicable, will be raised on this account. (See page 58 for more information on iExchange).

ACCOUNT PAYMENT OPTIONS

It's now easier than ever to pay your accounts. We've made sure that there are a number of convenient ways to pay ensuring uninterrupted holidays. So you don't have to worry about keeping track of multiple accounts, we suggest making one convenient payment, which we will then allocate to your Trust Account.

It is important to remember, depending on your method of payment and with whom you bank, that your payment can take up to two days to reflect on your Club account.



DEBIT ORDER

• Qualifies you for a **5% discount**



CREDIT CARD

• Qualifies you for a **2% discount**



THE HOLIDAY CLUB WEBSITE (EFT & CREDIT CARD)



DIRECT DEPOSIT



CHEQUE



TELEPHONE



GENERAL ACCOUNT PAYMENT & ARREARS INFORMATION

STATEMENTS AND BALANCE

- A monthly statement will be emailed to you.
- If we don't yet have your email address, please update your details to 'Go Green' with us and receive your statements via email.
- For your latest account balance please log on to our website and view your account/s online.

LATE OR NON-PAYMENT IMPLICATIONS

- Accounts are due and payable when rendered.
- Only payments received before the due date are reflected on the current statement.
- Interest / penalties will accrue and be payable on all overdue accounts.
- The Holiday Club is obligated to suspend your Points usage if any account is not current.
- The Holiday Club is contracted to Barry, Botha & Breytenbach Attorneys for accounts handed over.

REFUND PROCEDURE

Due to the increase in bank fraud, The Holiday Club has reviewed our refund policy to safeguard our Members and ourselves. All cheque deposits will have a waiting period of 21 days prior to refunding Members. Cash deposits, EFTs, debit orders and credit card payments will have a waiting period of 5 days prior to refunding.

PRE-PAYMENT OF MEMBERSHIP & RESERVATION FEES

Should your Membership and Reservation Fees be paid monthly in advance, either by **debit order** or **credit card***, **you will qualify for either a 5% or 2% discount respectively**. The discount will be credited to your account in the month that your Membership and Reservation Fees are invoiced.

*** Excludes Amex & Diners Club Credit Cards**

Important Note: As it is difficult to determine the exact fees for the following year an estimate is used and deducted from your account in equal instalments. The exact amount will only be known later in the year once the resorts have released their levy increases. If it is found that there is a shortfall on your Membership and Reservation Account you will be contacted by a Collections Controller. Alternatively, you will be notified of the increase via SMS or statement and your payment will be adjusted accordingly.

IMMEDIATE MEMBERSHIP ACTIVATION

New Members who wish to activate their Points before their Anniversary date need to complete the "Remittance Advice". The Collections Department can assist with this form and the fees required to activate membership for immediate use.



GO GREEN WITH THE HOLIDAY CLUB

Email your account number to green@theholidayclub.co.za and get your statements via email.

You may also retrieve your account details or request a statement via our automated WhatsApp service. Save our mobile number +27 60 076 2210 to get started!



COLLECTIONS ENQUIRIES CONTACT INFO

0861 842 729
thcpay@theholidayclub.co.za