



2019 Trustee's Report

We have faced yet another challenging year. However, by applying innovative new ideas of doing business and adapting to the changing climate in the timeshare industry, we remained positive.

Our flagship resort, Sondela Nature Reserve, once again made us proud by receiving a number of awards during 2018/2019:

Lilizela Tourism Awards:

4-Star Self Catering Shared Vacation	- Winner Limpopo
RCI:	- Gold Crown
RADA: Employee of the year	- Abri Meyer
Trip Advisor:	- Choice Award

The RCI grading for our FunChef Resorts were as follows: Ocean View Private Guest Lodge – Silver Crown, Moselesele Tented Camp on Sondela – Silver Crown.

The attendance and interest in the annual KykNET Buite Ekspo in August, and the Land Cruiser Africa Record festival in September, have surpassed our expectations this year and brought very welcome awareness to the Sondela brand.

The NCC finally released its much-anticipated report on 6 December 2018. Commissioner Ebrahim Mohamed's presentation included some very positive comments that recognized the industry's role and contribution to tourism and the GDP. He said that the inquiry was meant to unravel and understand the complexities of the industry by assessing all facts and balancing them with research to make recommendations towards improving consumer protection within the timeshare industry. In giving effect to these recommendations, government will work with the industry to place it on a positive trajectory. Chief Director for policy and legislation at the DTI, MacDonald Netshitenzhe, said the department would need to analyze the report and seek legal guidance with regard to the CPA and other legislation, competition and trademark issues. The department would work on this internally, although the start of the legislative process would be unpredictable due to the election earlier this year.

On a more positive note, our reservations department made 2510 bookings as compared to the 2458 made in 2017. It is evident that the booking option on our website is assisting the reservations turnaround time in securing availability at our exchange partners. Ultimately, the success of our product lies in members utilizing their points by booking vacations. The club remains viable with a healthy number of active and paying members that use their points annually.

We would like to thank the Board of Trustees, our staff and management team for their positive input and dedication in the performance of their tasks. We look forward to seeing you at the Annual General Meeting and wish you and your family all of the very best for 2020.

IAN JANSEN VAN RENSBURG

Trustee