



E - News

The official newsletter of the Timeshare Institute of Southern Africa.

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Dear Members,



As the Executive Director of TISA, it is my sincere pleasure to welcome you all to our monthly TISA e-news updates!

Since the last E-News in September, we have had the pleasure of attending the first international hospitality industry conference in Cape Town on the 01st and 2nd of October 2007. The industry was well represented, exhibiting generic data on timeshare and as a sponsor. Communication within the industry is vital and attendance of workshops is highly

recommended where information can be gathered and personal contacts strengthened.

Of great importance is the National Credit Act Workshop which is taking place on the 31st of October 2007 (See the events calendar for more details). Registration forms as well as a mail teaser will be sent out and we urge all members to support this effort.

Once again, we would like to remind members that the success of this newsletter relies on the input of members to contribute informative articles.

In conclusion we hope you enjoy this issue.

Warmest regards
Alex Bosch
Executive Director, TISA

Visit our New Members Websites

<http://verlorenkloof.co.za>

<http://www.daelive.com>

Welcome New Members

The following company joined TISA. Please join us in welcoming them to the governing body!

- Unlimited Vacations Interlude WC (Pty) Ltd
- Verlorenkloof Estate Share Block Limited
- Dial an Exchange (Pty) Ltd

Legislation News Update

Only one new amendment for this issue.

- **Electronic Communications Act 25/2002**

With the amendment to the Act all members are advised that all clauses indicating methods of communicating, especially with regards to the 5-day cancellation, must now include the option of communicating via an electronic address. This amendment came into effect on the 30th day of June 2007, in terms of section 121(2) (a) read with regulation 37 of the National Credit Act.

- **National Credit Act**

See the events calendar for the NCA Members Workshop to be held at the Sandton Convention Centre in Johannesburg on the 31st of October 2007 from 14h00 to 16h00.

The Hospitality Investment Conference Africa 2007

The Hospitality Investment Conference (HICA) was a great success and on behalf of TISA and all our members we would like to thank Mr. Deon Viljoen for an excellent industry presentation.

TISA has pledged its assistance to the TBCSA with regards to the Hospitality Investment Conference Africa 2008 and we would like to encourage our members to make a concerted effort to attend next year.

TISA Developers Workshop

The TISA Developers Workshop which took place on the 20th of September 2007 at the Elangeni Southern Sun in Durban was a great success, although attendance from the industry could have been better.

We would like to thank all our speakers, especially our guest speaker Ms. Tori Anderson from the Tourism Grading Council, who took time away from





REMEMBER

**To visit the
TISA Website
www.tisa.co.za**

REMINDER

**Don't forget to
register for the
TISA National
Credit Act Member
Workshop!!!! See
A Date For Your
Diary Below!!!**

their busy schedules to share with us their invaluable knowledge. Should any members wish to contact with Ms. Tori Anderson, we have included her contact information at the end of this newsletter.

TISA is committed to broadening the knowledge of all our members and, with that said, the input of members to contribute speaker topics will add to the success of our workshops.

Please forward all suggestions to Melanie@tisa.co.za

A Rose By Any Other Name.....

We thought this article which appeared on the bizcommunity website, might tickle the interest of our members.



I got a cunning offer the other day: I could become the fractional owner of a choice piece of property. "So explain 'fractional ownership' to me," I suggested. "Well it means that you and a number of other people all own equal fractions - shares - of the property. Then you work out a roster between all of you and take turns at staying there. It's a great scheme. "It's time-share, "I

said. "No, it's fractional ownership," she said. And so we went on, eventually agreeing to disagree. There are differences - I think - but my point is that at the end of the day, the nuts-and-bolts result is they are essentially the same... You and the other members of your group of co-owners get to spend 'X' number of days or weeks at the holiday home or whatever and by agreement with the others, you can swap times and seasons. And that to me is essentially what time-share is.

I have often wondered about the use of words and descriptions... In the retail motor-vehicle sales industry what used to be a 'second-hand' vehicle is now a 'pre-owned' vehicle - which could perhaps be more accurate since the former tends to suggest only one former owner, whereas the latter could mean anything from one former owner to enough to make up an entire rugby team. Obviously, a completely new concept demands a description that describes it fully and clearly and sets it apart from anything that came before, but I reckon in many cases, a rose by any other name is still pretty much... a rose.

And either way, fractional me won't be taking my time to share...

Rod Baker,
Content Manager
Bizcommunity
retailnews@bizcommunity.com

RCI News.....



- **Disabled Facilities**

Group RCI's Resort Services department has received a number of queries from members regarding the lack of disability facilities at resorts. Please keep the needs of our physically challenged guests in mind when doing refurbishments or upgrades, as it does assist them in having a better holiday experience. Many of the requirements are not too costly and you can contact your local disabled association for advice and assistance on this matter. You can also refer to www.tourismgrading.co.za.

- **General Manager of the Year criteria**

Many requests have been made by General Managers of RCI-affiliated resorts as to how we choose the successful individual for the 'General Manager of the Year' Award, presented at Oscas, and what criteria RCI uses. The criteria for this very prestigious award is as follows:

- Resorts scoring in the top 10 for Gold Crown and Silver Crown and in the top five for Lifestyle, will be eligible.
- Feedback from RCI AE's on the general feeling of the resort staff.
- Resorts that have a dramatic movement in resort comment card scores, moving from one category to another, as a result of the GM's involvement.
- Resorts that have shown consistent hospitality scores and or kept to the RRP threshold of 4.2 or above.
- GM's who have a good working relationship with RCI:
 - They meet with their AE.
 - They distribute the information given to them by RCI, to their staff.
 - Gets actively involved with any new initiatives RCI may bring to the fore.
 - Is helpful and proactive with RCI in dealing with problems. (i.e. responding to complaint letters etc.).

If you have any further queries regarding this award, please contact Tony Hazel at RCI on 011 248 0223.

- **Resort Recognition Program**

As of the 1st of September 2007, various changes came into effect regarding the Resort Recognition Programme. The main criteria is that resorts will NOT be awarded their status (Gold Crown, Silver Crown, Hospitality or Lifestyle) on their OVERALL score, but on each comment card category being the same or above the minimum criteria.

If you are unaware or would like further details about this, please contact your Account Executive or call Heidi du Toit on 011 258 0110 to have the

information sent to you.

- **Christel House Golf Day**

The Christel House golf day held on the 7th of August at Killarney Golf Club, was a great success and well supported by our industry partners. We raised R65 000 for Christel House and RCI would like to sincerely thank all those in the industry, who participated and braved the bitterly cold weather, as well as the sponsors that made the day as successful as it was. Without the support of our industry, the day would not have been possible and for this we thank you.

A Rare 4000ha Investment Opportunity Mjejane Game Reserve



“Mjejane Game Reserve is a truly unique investment opportunity”

Mjejane Game Reserve shares 10 kilometers of game-rich Crocodile River frontage with the beautiful Biyamiti section of the world renowned Kruger National Park and, at 4000ha, represents the last significant tract of pristine indigenous bush adjoining the southern boundary of the Park.

Winchester Marketing is extremely proud and excited to be associated with the launch of property sales in Mjejane Game Reserve. In this highly sought after area there is simply no more available land of this magnitude with undisturbed natural bush for further developments such as Mjejane Game Reserve. Mjejane Game Reserve is a truly unique investment opportunity.

Of considerable comfort to investors is the fact that Mjejane Game Reserve is a fully settled land claim and the first joint development of its kind with the Mjejane community. The Vision for this historical reserve includes its incorporation within the Greater Kruger National Park. Until such time as the incorporation vision is realized investors will enjoy Big Five viewing opportunities from riverfront stands and game hides situated along the banks of the Crocodile River.

“...establishment of a tourist hotel, guesthouse, luxury tented camp, timeshare units as well as a freehold ownership investment component...”



The development plan has allowed for the establishment of a tourist hotel, guesthouse, luxury tented camp, timeshare units as well as a freehold ownership investment component comprising stands for residential, recreational and corporate lodges. The phased release of prime freehold title riverfront stands with residential rights and exceptional views over the

Crocodile river and Kruger National Park as well as bush and 1ha corporate (rights for 16 beds) stands have created an investment opportunity that can never be repeated. Prices of stands range upwards of R1 million (incl. VAT) depending on position and size. Architectural guidelines will dictate the style and feel of development in the game reserve.

In terms of a lifestyle experience Mjejane Game Reserve will be stocked with a variety of wild animals in an area dedicated to providing a wilderness experience. Another area in the reserve has been set aside for safe walking and mountain biking.

In addition to the wildlife experience in the reserve itself, Mjejane is less than 30 minutes drive from the Malelane and Crocodile Bridge Gates of the Kruger National Park which makes day and night drives as well as walking safaris convenient and easily accessible holiday options. Three excellent golf courses (Malelane Country Club, Leopard Creek in Malelane



and Kambaku in Komatipoort) are situated within 15 to 30 minutes from Mjejane. Tiger-fishing is available in the Komati River and elephant-back safaris and microlight flights can be undertaken within 15 minutes of the reserve. In addition a host of shops, medical facilities and the like are available in both Malelane and Komatipoort. Swaziland and Mozambique are also within easy striking distance for day visits.

What makes an investment in Mjejane Game Reserve especially attractive is its ease of access from major centres around the country and indeed the world. Drive time from Gauteng is around 4 hours (N4) while Kruger Mpumalanga International Airport with connecting flights from O.R. Tambo and Cape Town International airports is a mere 45 minutes away.

All of these features combined make Mjejane Game Reserve a highly desirable investment proposition that is certain to deliver healthy returns into the future.

Discover how you can become a part of the success of Mjejane Game Reserve by calling Winchester Marketing toll free on 0800117622. You can also visit our webpage <http://www.winchestermarketing.com> and click on Mjejane Game Reserve for further details, site maps and visuals.

Business & Global News

- **New Mixed-Use Resort planned for the Seychelles**

IFA Hotels & Resorts (IFA HR) and Indian Ocean Resorts have entered into a joint venture partnership to develop \$450million mixed-use resort in the Seychelles. Named 'Zilwa', meaning 'islander' in the local Creole language the new resort will include a private residence club, villas, apartments and penthouses.

The development will extend over the whole island of Ste Anne, Zilwa will also have a five-star hotel and facilities and amenities including a marina.

The Aim of IFA HR is to link its resorts to new parts of the world such as the United Kingdom, Eastern Europe and the United States, offering their investors and tourists access to premium class facilities via a network of options, which will include residence club destinations.

Although IFA Hr is listed on the Kuwait and Johannesburg Stock Exchange, its main operating base is located in Dubai.

- **Amazing response to the "Code Madeleine" initiative**

In our September issue we informed members of this initiative and we are now delighted to be able to tell all our members that the "Code Madeleine" initiative has been broadly welcomed. So for those of you still debating whether or not to adopt the "Code Madeleine" scheme listed below are some international resorts who have already signed up to the Code, they are:

Anfi del Mar, Club La Costa Resorts Development, Club Olympus (Tenerife), De Vere Resort Ownership, Evencharge, Hilton International Grand Vacations Company, Moness Country Club (Scotland), Nexus Leisure, Paradise Kings Club (Cyprus), Passage House Club Hotel (England), Pearly Grey Club (Tenerife), Petchey Leisure, Quaysiders Club (England), Seasons Holidays and United Paradise Club.



**Madeleine McCann
Missing for 172
days**

REMINDER

If you still have not submitted all your completed declaration forms please do so as soon as possible.



The six-point Code triggers a security clampdown and searches in the event of the abduction of a child.

Any members who wish to have a copy of the six-point Code are welcome to email Melanie@tisa.co.za and we will ensure you get a copy. If there are any members who have already signed up to the "Code Madeleine" we would love to hear from you.

Reminders!!

TISA is dependent on the continuing support of its member's. Very simply, your declaration fees ensure the high quality services we provide, and without them, we would fail to exist.

Please remember to complete and submit your declaration forms as this is essential information which TISA requires for statistical purposes.

If you haven't done so already, we respectfully request that you PLEASE pay your declaration fees as soon as possible.

A Date for your Diary.....

Don't forget to include the following important dates:

- 24th October – 25th October 2007, The Canadian Vacation Ownership Annual Conference being held in Toronto, Canada.
 - 28th October – 30th October 2007, The 2nd World Tourism Marketing Summit being held in Beijing, China.
 - 31st October 2007, The TISA Annual General Meeting being held at the Sandton Convention Centre, Johannesburg. From 16h00 to 20h00.
 - 31st October 2007, The NCA Workshop being held at the Sandton Convention Centre, Johannesburg. From 14h00 to 16h00. Register by sending an email to Melanie@tisa.co.za
 - 11th November – 14th November 2007, The 1st International AHSA Conference on Hospitality and Tourism Research being held at the Breakwater Lodge, V&A Waterfront in Cape Town.
 - 28th of November 2007, The TISA Annual Budget Meeting being held at Breakers Hotel in Durban.
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Contact Us

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<http://www.tisa.co.za>

Do You have a Message to Communicate?

If you have news about key developments, acquisitions, senior appointments and new products and services to share with timeshare professionals, then send the relevant information to Melanie@tisa.co.za,
FAO: The Editor, E-News.

To unsubscribe from this list email: tisa@tisa.co.za



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