

MANZI MONATÉ

SHAREHOLDER NEWSLETTER JUNE 2018



Manzi Monaté
Country Club Share Block (Pty) Ltd

Dear Valued Shareholder

“People will forget what you said, they will forget what you did, but they will never forget how you made them feel”, this Maya Angelou quote has become common wisdom. It is easy on the tongue and many can attest to its truth because everyone connects to their favourite moments through emotions, even when that moment has long lapsed. This creed is carefully woven into every interaction our Manzi Monaté shareholders and guests have with the resort. We are all about our guests, from the security personnel at the gate to the freshness of the linen in the chalet; our aim is to evoke deep feelings that let you know that you are not just at a resort, but that you are finally home.

What's Unique about Manzi Monaté

We can mention our stunning gardens and how they never fail to hold hostage every eye that lands on them. We can talk about the tranquil ambiance that guests travel many kilometres for. We can talk about the facilities that are geared in such a way that all visitors, young and old, are catered for, but we won't go into all that now.

What makes us unique is our human resource. It is our experienced and dedicated people, who possess a deep passion for something that can never be faked; good service. It is their obsession with good service that makes us different. The warm smiles from the security personnel have ushered in many visitors and left them feeling at home. Our Recreation Team that welcomes our guests at reception with heartfelt regard have just one objective - quick and easy check-ins.

This passion for service excellence extends all the way to the housekeepers in the chalets, who understand that guests are not strangers, but that they are family that have come home.



- Dikeledi Mokete -

Planned Activities and Entertainment Programmes

Meet-and-Greet

One of our favourite activities is the meet-and-greet. Guests get a chance to meet and make new friends with others. In March we had visitors from the USA, we had a colonel who served in the army and a couple that was celebrating their 62nd anniversary. **The diverse mix of guests makes for interesting conversation around our quad and guests and staff alike look forward to these meet-and-greet sessions.** Of course, our in-house DJs are always eager to get the guests' toes tapping, or their dance moves on!

Early Morning Get Together

Our renowned gardens have had an upgrade. A **guest donated 20 indigenous trees** which we planted all over the resort – in the last census, **we marked over 100 trees.** The gardens and the trees have led us to come up with a unique Manzi Monaté activity for guests. We invite guests to gather early in the morning for coffee and rusks under the glorious, big Manzi Monaté trees. The early morning sunshine and the beautiful natural surrounds make for a special start to a beautiful day.

Karaoke

For those that want to exhibit more than just their dancing skills, **we have erected a stage next to the pool.** The stage never fails to lure "superstars". **The karaoke attracts the young and the young at heart.** The young mimic their favourite idols and the young at heart take us down memory lane singing wonderful tunes from days gone by.



- Marked Trees -



- Early Morning Get Together -



- Meet and Greet -

Our Quest to Keep Your Home Homey

We all love beautiful spaces. They make us feel special and their beauty reminds us of the beauty that lies inside of us. We love to ensure that your resort provides such spaces for your enjoyment and that **we maintain and preserve that beauty.**

One of the essential things we rely on to do this is resort levies. All our beautiful resources are subject to wear-and-tear. Over time the things that bring us joy crumble, unless special care is taken of them. **Levies help us to keep your home as homely and beautiful as possible.**

Holiday Tips

We have compiled a few tips to help you as you **prepare for your next Manzi Monaté holiday.** After spending 32 years in complete isolation seeking deep wisdom, 3 monks discovered this list and have since dedicated their lives to sharing it with holiday-goers from all walks of life. Not really, but it is a really good check-list:

Don't forget your charger

Yes, you are going for a relaxed holiday. Yes, you are looking to enjoy the peace and quiet, but there is some tranquility that comes with knowing that your phone is on.

Bring a book or three

With all the extra time you will have, it will be beneficial to catch up on some reading. One of the things we suggest is that you swap the books you've read with other guests at the resort. This will help you make new friends and it will expose you to new literature.

Don't be fooled by the clouds – Check the weather

Predictions have led many astray. Don't let today's sunshine fool you. Don't guess, check the weather. This will help you plan your week appropriately.

First-aid kit

No we are not jinxing your holiday. This is just a precautionary measure. Most resorts have first-aid kits, but bring your own just to boast and to show them that there is a doctor somewhere deep in you.

What's happening and What's New

In the quest to keep your home as beautiful as possible, we have embarked on a few improvements.



5 new air conditioners have been installed and 56 had a major service and gas replacement



We have completely redone the electrical wiring on the resort. It took the Contractors a period of three months to complete every chalet, the office block, the staff quarters, the laundry, workshop and the entertainment area.



The swimming pool has had a major refurbishment of all pipes, wires and chlorinators. We are planning to repaint the surface very soon.



We moved the games room to the old lapa next to the swimming pool. We enclosed the lapa with canvas and colour painted the inside. We used the open floor space on the outside to build a stage and enclosed it with railings.



We upgraded the kiosk into a convenience store, we built shelves and a new counter and have added new stock to our little shop.



We revamped the kitchen and now have a bigger take away menu and a cook who also bakes delicious biscuits that are for sale at the shop.



One of the missions we are busy with is the refurbishment of couches and chairs, which we expect to be completed by the end of September.



Manzi Monaté is known for its excellent service and staff. We wish to introduce you to our friendly new staff: Bertus Coetzer, Dumisani Masombuka, Eddie Horn, Francois Oosthuizen, Renate Küsel, Tanya Viviers.



- Manzi Monaté Shop -



- Tanya Viviers -



- Dumisani Masombuka -



- Bertus Coetzer -



- Eddie Horn -



- Francois Oosthuizen -



- Renate Küsel -

Hey, look what's happening!

VRS has a brand new website and we're sure you'll love it.

Everything was designed with you, our valued shareholder in mind. Of course, all the important documents you need are available for you on the site – from Instruction Letters, to AGM Minutes, to Shareholder Newsletters and Resort Calendars.

Do keep a look out for additional exciting features to follow...

We hope you like what you see and enjoy the new online experience and being part of the ongoing VRS drive for excellence!

Check it out here:
www.vrs.co.za



Expand Your Holiday Portfolio!

If you love your special home-away-from-home, then this is your opportunity to secure even more everlasting holiday memories with those you cherish most.

There are a limited number of VRS-managed resorts available for sale. Please contact propertyadmin@oaks.co.za for more information

Important Notices

Closure Notice

Please note that our VRS Head Office will be closed on the following days:

- Thursday, 09 August 2018 until Friday, 10 August 2018: we will open for business as usual on Monday, 13 August 2018.
- Monday, 24 September 2018: we will open for business as usual on Tuesday, 25 September 2018.

Levy Payments

Levies must be paid in terms of the Use Agreement and no occupation or usage of any form is allowable until the levies have been paid. This applies to usage, spacebanking, renting, etc. of the timeshare week.

Checking-In Procedures

In the interest of safety, security and ensuring that only confirmed guests are allowed access to the Resort, you will be required to produce the Reservation Confirmation / Guest Certificate and your ID, and also to complete the Indemnity Form when checking into the Resort. Guest Certificates: in the event that you are allowing a guest to occupy your timeshare week, the guest must be in possession of a valid Guest Certificate, which is obtainable from Head Office prior to the guest's arrival.

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Spacebanking and Rentals

Please note that a request for spacebanking or rental, must be submitted to Property Admin a minimum of five months prior to the occupation date, to enable us to process them. For alternative payment arrangements, please contact Property Admin: propertyadmin@oaks.co.za.

Communication

To enable us to communicate effectively, please ensure that you keep us updated regarding your current contact details, and most importantly, your email address.

Occupation Dates

Please note that Resort Calendars are linked to school holidays, and it is therefore vital that you check the annual calendar to ensure that you occupy the correct week. Please refer to the 2018 calendar available: <https://www.vrs.co.za/docs/2018/calendar/ManziMonateCalendar2018.pdf>

Instruction Letters

Please complete and submit your Instruction Letter to notify us that you'll be occupying your week or if you'd like to update your personal information.

https://www.vrs.co.za/docs/2018/instruction/MANL_InstructionLetter_2018.pdf

DON'T FORGET



Tell Us Why You Love Coming Home To Manzi Monaté.

You could feature in the next Shareholder's Newsletter! Share your favourite holiday memory with us, or simply tell us why you love Manzi Monaté. Recipes, pictures and videos are always welcome.

Pop us a mail at yourresortstory@oaks.co.za



Conclusion

We have tried to emphasise the value we place in our people throughout the newsletter.

It is our people that build us; it is them that make us. We also understand that without them, we cease to exist. Your coming home is what fuels our fire, we exist for you. We are just nice buildings with beautiful surroundings without you, but with you, we are a home where families come to build memories.

Thank you for choosing Manzi Monaté as your holiday home-from-home.

Happy holidaying,

Marjorie Forssman

VRS Managing Director



Contact Us

t: 012 819 1281
e: manzimonte@oaks.co.za

Contact VRS

t: 012 492 1232
e: propertyadmin@oaks.co.za