

Sudwala Site visit and Meeting 17 May 2013

I met with Mike and Oscar and a resort walk about was conducted.

Chalets

Accessed the show units(706 & 705) and they are looking great and will certainly enhance and deliver a good holiday experience for all guests. The extensive work carried out in the units are encouraging and the redesign of the units to create additional space and wall to wall tiling make the units look very welcoming. The covered patio with built in braai changes the look of the units and also contributes positively for a good holiday even during inclement weather. The softs and recovered and upholstered couches look good.

General Areas

- Old Admin offices - Oscar took me on a walk-through of the Recreation building and the added entertainment areas, and it was such a “breath of fresh air” to see the planned ideas and look of the site. The idea of having multiple entrances to the building is a positive and one that will certainly be appreciated by guests. The added activities and communal and social amenities will add to an even better experience.
- Reception and Pavilion areas – The spacious new reception in conjunction with the added social areas, ablutions and new restaurant and bar area look great.
- The staff housing upgrade was a highlight and it was really amazing to see that some developers and resort management companies ensure that their staff is accommodated in the best possible way with emphasis on hygiene and proper living conditions. This certainly goes a long way in ensuring that the staff delivers a great service to guests in a friendly and professional manner. The Managers residence was also viewed and once again a truly admirable and comfortable design.
- I also noticed the new security gates, fences and surveillance systems and this will certainly improve on the ‘Holiday Experience’ for guests with the thought that they are in a safe and secure environment with their children. A brilliant system and I am sure it will set the standard for other resorts in the region as well.

Overall the amount of work and detail of the project are very positive and encouraging. Once the project is completed, it will certainly place Sudwala Lodge as a major contender in the Silver Crown category and RCI are happy to assist and support where it can with the project.

Thank you to the Developer, VRS and Sudwala team for the investment and positive contribution to enhancing guest experiences with a quality product that will be enjoyed by both Owners and RCI exchanges alike. Mike and Oscar, thank you for taking the time to show me around and explaining the plans in such detail.

I am really excited and looking forward to reading the guests comments/feedback once the project is completed.

We wish the Sudwala team all the best for the project and God speed!

Kind Regards

Majeed Sayeed

Affiliate Services Manager

Business Development – RCI (Africa)

The Core

Cnr Kikuyu & Leeukop Roads

Sunninghill

2157

South Africa

O: +27 11 258 1003

f: +27 11 258 1061

C: +27 82 385 2963

Email: majeed.sayeed@rci.com

Vacation Exchange www.rci.co.za

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