



E - News

The official newsletter of the Timeshare Institute of Southern Africa.

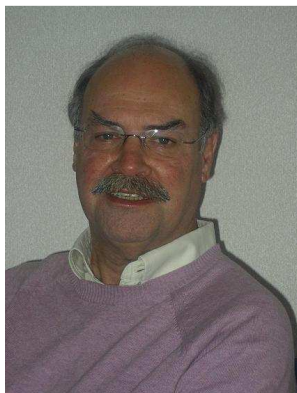
June / July 2008

Volume 2, Issue 2

In this Issue

- **Welcome by Executive Director**
- **Welcome New Members**
- **Legislation News Updates**
- **EAAB New Education Dispensation**
- **HICA 2008**
- **Business & Global News**
- **Reminders!!**
- **A Date for your Diary**

Dear Members,



The first of half 2008 is already behind us and it has certainly been a rollercoaster of traveling with numerous industry events to attend.

In this issue you can read about the highlights of the ARDA 2008 Convention & Exposition which took place in Las Vegas. There is no doubt that vacation ownership is on the cusp of unprecedented growth globally. Governments are sitting up and

and taking notice of the positive contribution vacation ownership brings to their tourism goals and objectives. Read about new developments in legislation around the world and don't forget to check our events calendar and update your diaries with those all important "Not to be missed" events.

In the wake of interest rate and petrol price hikes, it's important to remember all the value propositions our products bring to today's vacationer. The concept of individuals and families setting aside a specific time to take a vacation should be the basis for promoting our product in any market. So let's "Bring the world to Africa and Africa to the world" Let's showcase what we have to the world with confidence, for it does have universal appeal!

And finally, we always welcome your feedback to help us mould and grow our industry newsletter so email us your comments on Melanie@tisa.co.za.

We hope you enjoy this issue.

Warmest regards
Alex Bosch
Executive Director, TISA



**Beacon Island Hotel,
Plettenberg Bay**



Welcome New Members

TISA is proud to announce that all Southern Sun managed resorts are now registered members of TISA. We look forward to your continued and expanding role within the timeshare industry. Please join us in welcoming them to the governing body!



- Beacon Island Share Block Limited
- Cabana Beach Share Block Limited
- Drakensberg Sun Hotel Share Block Limited
- Drakensberg Sun Share Block Limited
- Pine Lake Share Block Limited
- Sabie River Share Block Limited
- Umhlanga Sands Share Block Limited

We would also like to extend a warm welcome to **Neon Leisure Marketing** who joins our governing body under the Broker category. We wish you every success for the future.

Legislation News Update

The first half of 2008 has been exceptionally busy on the legal front.

- **Draft Consumer Protection Bill**

Now that you have the NCA compliance requirements behind you the 3rd Draft of the Consumer Protection Bill has arrived. As TISA decide to take a proactive approach with regards to this Bill and in due course a memorandum will be circulated to all our members highlighting the possible impact this Bill will have on our industries current marketing practices.

A consolidated industry submission, containing input from each of the sectors of tourism, was forwarded to the Parliamentary Secretary by the TBCSA on behalf of the industry on the 03rd of June 2008.

The Bill can be downloaded at;

<http://www.thedti.gov.za/ccrdlawreview/ConsumerProtectionBill08.pdf>



Don't forget to visit the NEW TISA website.

www.tisa.co.za

- **Draft Tourism BEE Code**

The DTI proudly unveiled the draft Tourism Sector Code, formerly the Tourism BEE Charter, as the first Charter to be gazetted under section 9 of the Broad-Based Black Economic Empowerment Act No 53 of 2003. This Code expresses the commitment and unity of all players within the Tourism Sector to the empowerment and transformation of the Sector. This Draft is open for comment within 60 days from the date of publication (20 June 2008).

Public comments should be forwarded to:

Email: Bee-tourism@thedti.gov.za

The Code can be downloaded at;

http://www.thedti.gov.za/bee/Draft_Tourism_code.pdf

- **Enterprise Investment Programme / Tourism Support Programme (TSP)**

The Minister of Trade and Industry has announced the launch of the new Enterprise Investment Programme (EIP). The new EIP is an incentive grant which comprises the Manufacturing Investment Programme (MIP) and Tourism Support Programme (TSP). The incentive will be accessible to both local and foreign owned entities wishing to locate their projects in South Africa.

Tourism Support Programme (TSP) – The objective of the programme is to stimulate employment and encourage geographic spread of tourism investment. The qualifying activities will go beyond traditional accommodation services.

Programme guidelines and application forms can be downloaded at;

http://www.thedti.gov.za/teo/EIP_guidelines_tourism.pdf

<http://www.thedti.gov.za/teo/TSPApplication.pdf>

- **Companies Bill**

The Companies Bill has been tabled in the National Assembly. The draft law will repeal and replace the 1973 Companies Act that governs the way South Africa does business. Objectives of this Bill will, amongst others;

- Reduce the cost of registering and maintaining a company
- Reduce the regulatory burden and compliance costs for small and medium size concerns.

- Enhance corporate governance, transparency and accountability of large and publicly held firms and will result in improved regulatory oversight and better redress for shareholders.

The Bill can be downloaded at;

<http://www.sabinet.co.za/sabinetlaw/cogenz/CompaniesBill.pdf>

EAAB New Education Dispensation



With the introduction of the new National Qualification Framework all Estate Agents are now required to obtain 157 credits in order to qualify for registration. This requirement has also been extended to include all currently registered Estate Agents who will now be registered under the code RPL (Registered Previous Learner). Under the new rules all Estate Agents who are registered under the code RPL will have **until 2011** to obtain the mandatory 157 credits.

RPL Agents can visit the EAAB website in order to determine how many credits have been awarded for completing the old EAAB Exam and what courses must still be completed in order to obtain the remaining balance.

For more information concerning the National Qualification Framework (NQF) click on the link below;

http://www.eaab.org.za/page.php?p_id=70

Hospitality Investment Conference Africa 2008



TISA is proud to announce its sponsorship of the Hospitality Investment Conference Africa 2008 – to be hosted for the second time, it is set to take place from the 28th of September to the 30th of September 2008 at the Hilton Sandton in Johannesburg.

HICA will be a compelling arena for promoting, educating and advancing the interests of Hospitality as well as providing a centre for networking with other industry professionals. Having attended this conference last year it is a must for anyone involved in, or interested in the Hospitality and Tourism industry in Africa.

Register NOW to qualify for the EARLY BIRD registration fee
<http://www.hica.co.za/register.html>

Business & Global News

- **News from ARDA**

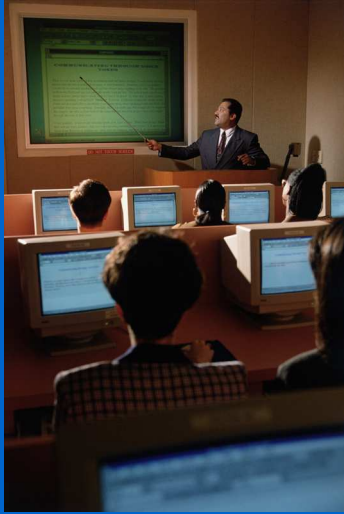
Each year that I have attended ARDA has left me more amazed than the previous and this year was no exception. With record attendance by both delegates and exhibitors there was no shortage of seminars, events and exhibits.

The first day of ARDA kicked off with a number of seminars which included a Fractional & Private Residence Clubs forum, which discussed how to select and what is an appropriate size of fraction and how it can be used. Dr. Richard (Dick) Ragatz RRP of Ragatz associates presented a report which included informative extracts from the 2008 "Shared Ownership Resort Real Estate Industry in North America".

The expert panel of speakers at the Personal Enrichment Symposium discussed important issues relating to increased profits through sales staff hiring, retention techniques and motivational strategies.

The keynote speaker for the first general session was Rick Barrera, who is a nationally acclaimed speaker, marketing consultant and author well known to Fortune 500 companies for his unique approach





to brand building and highlighted how in today's market there are an increasing number of cutting edge firms that are building breakthrough brands in record time.

The morning of the second day began with a panel session on The State of The Industry which was led by representatives of some industry leading companies including Wyndham Vacation Ownership, Marriott Vacation Club International and Shell Vacations.

The last day of ARDA were filled with numerous educational sessions which included; a session on internet marketing and website optimization, "Beyond Timeshare" and "How to market to as many people as possible within the bounds of the law" to name but a few.

The final day ended with a Gala Dinner and award ceremony which was enjoyed by all.

More details and downloadable session materials can be found at; www.arda.org

- **News from OTE**

- **Board nominates new chairman for OTE**

Mr. Richard McIntosh has been nominated by the Board of Directors to be the next chairman of OTE. Mr. McIntosh currently holds the position as Managing Director of Hilton International Grand Vacations company (HIGVC), and will assume his position at the Annual General Meeting in October, succeeding Mr. Dénes Pieke, Holiday Club Hungary.

- **New members named to the OTE Board of Directors**

OTE has approved the election and re-election of the following members to its Board of Directors. With immediate effect, they will serve a two-year term:

- Ron Howell, HMC Funding
- Michael Murphy, Continental Trustees, Ireland
- Richard McIntosh, Hilton International Grand Vacations Company
- Joy Pope, Hutchinson & Co. Trust Company
- John MacDonald, Anfi Sales Group, Spain
- Jon Baker, GE Home Money Financing
- Pietro Dal Fabbro, Dom Pedro Hotels, Portugal
- Eric Gummers, Howard Kennedy Law Firm.

The following candidates were approved as members of the OTE Executive Committee:

- Richard McIntosh
- Joy Pope
- John MacDonald
- Jon Baker





Reminder

Don't forget to submit your audit certificates.

www.tisa.co.za

Mr. Declan Kenny, First National Trustee Company, was reappointed OTE treasurer for a further two-year term.

TISA would like to extend its most sincere congratulations to all the newly appointed members and wish them the best of luck in all there future endeavours.

'Brussels' yet to adopt new Timeshare Directive

While there may be problems and postponements to the current passage of the proposed Timeshare Directive, a leading Member of the European Parliament believes the legislation will eventually be adopted incorporating a 14 calendar day cooling-off period for consumers.

• **News from around the globe**



Gold Coast Company Celebrates 30 years

2008 marks the 30th anniversary of the Classic Group, the largest privately owned timeshare resort management company in Australia, and the occasion was celebrated by a gathering of staff, friends and business associates at a gala evening, this week on the Gold Coast.

CEO of the Classic Group, Ramy Filo puts their success down to several key factors.



**Mr. Ramy Filo
CEO Classic Group**

"Thirty years is a milestone for any company, and in the timeshare industry in particular, it represents a significant achievement. Classic, through the vision of its Directors and Shareholders has continued to diversify and grow year after year.

The group comprises a co-operative of companies and people dedicated to the timeshare industry, whose focus is to provide value for the consumers of timeshare, leisure products and for the industry they are proud to be part of.

"Understanding that a holiday is not just accommodation - it's an experience - Classic Holidays manages

resorts and clubs in Australia's favorite holiday destinations with access to many more locations throughout Australia, New Zealand and the world" he said.

The Classic Group was founded in 1978 by George Tawaf, who commenced his involvement in the industry as the Resident Manager of Beach House Seaside Resort in 1985.

Today Classic have developed into the Classic Group of companies which employs more than 450 people and services some 26,000 timeshare owners at 14 resorts.

In recent years, Classic has diversified through the establishment of new ventures, and in co-operation with key partners, has formed a powerful family of companies that can service almost all of the requirements of timeshare and tourism operators.

Continuing the legacy of George Tawaf's relentless leadership, hard work and dedication, the Classic Group plans to enter new arenas and will strive to create new benchmarks in quality and service.

"Ask our customers, ask our people. They'll tell you that Classic's customer focused culture is legendary. Taking excellent care of our customers is not just a slogan; it's a way of life that permeates every decision and every action we take" said Ramy.



Classic Group Head Office

Reminders!!

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

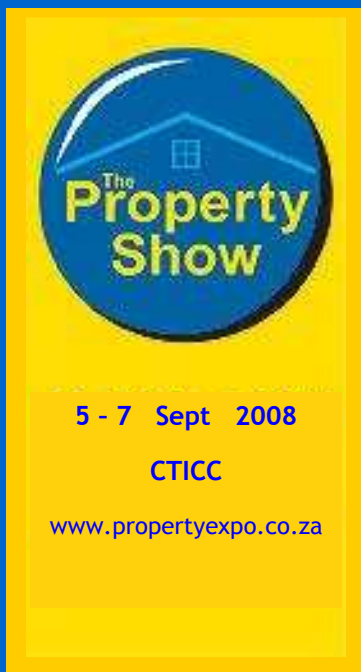
Please remember to complete and submit your 2008 membership forms as this is essential information which TISA requires for statistical purposes.

If you haven't done so already, we respectfully request that you PLEASE pay your 2008 membership fees **as soon as possible**.

A Date for your Diary.....

Don't forget to include the following important dates:

- 13th of August 2008, La Montagne Body Corporate AGM to be held at the resort in Ballito.
- 13th of August 2008, Tenbury Body Corporate AGM to be held at the resort in Durban.





- 14th of August 2008, Gethlane Lodge Share Block AGM to be held in Johannesburg.
- 20th of August 2008, Bushman's I Neck AGM, to be held at CLG in Durban.
- 20th of August 2008, Bushman's II Neck AGM, to be held at CLG in Durban.
- 20th of August 2008, Hastings Hall Share Block AGM, to be held at CLG in Durban.
- 20th of August 2008, Mount Sierra AGM, to be held at CLG in Durban.
- 20th of August 2008, Seapointer (Le Petit Salon) AGM, to be held at CLG in Durban.
- 21st of August – 22nd of August 2008, Fractional Ownership Conference being held at the Westin Grand in Cape Town.
- 29th of August 2008, La Cote d Azur AGM, to be held at the resort in Manaba beach.
- 03rd of September 2008, TISA EXCO Meeting to be held at the TISA office in Cape Town.
- 10th of Septemebr 2008, Perna Perna St. Lucia AGM, to be held at CLG in Durban.
- 10th of September 2008, Waterberry Hill Share Block AGM, to be held at CLG in Durban.
- 11th of September 2008, Midlands Saddle & Trout Share Block AGM, to be held at CLG in Durban.
- 12th of September 2008, Lake View Cabanas Share Block AGM, to be held at the resort in St. Lucia.
- 14th of September – 16th of September 2008, ATHOC Annual Conference to be held in Denaru, Fiji.
- 14th of September – 16th of September 2008, The Property Show being held at the Cape Town International Convention Center in Cape Town.
- 15th of September 2008, Umhlanga Sands AGM, to be held at the resort in Durban.
- 17th of September 2008, Qwantani Share Block AGM, to be held in Johannesburg.
- 17th of September 2008, Cabana Beach AGM, to be held at Umhlanga Sands in Durban.
- 18th of September 2008, Drakensberg Chalets AGM, to be held at Umhlanga Sands, Durban.
- 18th of September 2008, Drakensberg Hotel AGM to be held at Umhlanga Sands in Durban.
- 22nd of September 2008, Beacon Island AGM to be held in Cape Town.



- 23rd of September 2008, Lowveld Lodge Share Block AGM to be held at CLG in Durban.
- 28th of September – 30th of September 2008, Hospitality Investment Conference Africa, to be held at the Hilton Sandton, Johannesburg.
- 01st of October 2008, Tremor Properties Share Block AGM, to be held at CLG in Durban.
- 02nd of October 2008, Little Eden Share Block AGM, to be held at the resort in Cullinan.
- 07th of October 2008, Corrumdale Share Block (Tenbury) AGM, to be held at CLG in Durban.
- 11th of October – 16th of October 2008, DMA USA 2008 Conference, to be held in Las Vegas, USA.
- 13th of October – 15th October 2008, The European Business Forum to be held at the Sol Melia Castilla Hotel in Madrid, Spain.
- 15th of October 2008, TISA AGM, to be held in Johannesburg.



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

Contact Us

Tel: +27(0)21914-9693

Email: tisa@tisa.co.za

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