

MEMBER LOUNGE HOW-TO-GUIDE





GETTING STARTED

- Step 1 Visit www.qvc.co.za
- Step 2 Click [Member Login](#) in the grey bar towards top right corner of the QVC website
- Step 3 Type in your user information to [Login](#)




FORGOT PASSWORD?

Please contact our Member Services Department on 012 492 1230 or send an email to correspondence@vrs.co.za. The Call Centre is open on weekdays from 08:00 to 16:00.

BROWSE RESORT PORTFOLIO

- Step 1  Select 'Resorts'
- Step 2  Choose your preferred province from the list or map, or type in the specific Resort's name in the search bar and click the search icon
- Step 3 Click on your preferred Resort
- Step 4 For additional information about the Resort, you may use the Menu on the left

MAKE A BOOKING USING CLUB UNITS

- Step 1  Select 'Bookings'
- Step 2  Select 'Make a Booking'
- Step 3 Search availability by entering your preferred Province, Check-In and Check-Out dates, Interval and Platform (You are able to include Rentals if you would like)
- Step 4  Click 'Search'
 - You will now see the available Resort/s per your search
 - Click on the Resort Name for more information about the Resort
 - Click 'View' on your preferred Resort to view the units available to book
 - Click on 'Details' to read more about the Unit you are interested in

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MAKE A BOOKING USING CLUB UNITS

Step 5 Click on 'Book' after accepting the Terms and Conditions

Your confirmed booking will display on your portfolio under 'View Bookings'

From the 'View Bookings' page you may print or email your Booking Confirmation Letter to your registered email address

MAKE A RENTAL BOOKING

Step 1  Select 'Bookings'

Step 2  Select 'Make a Booking'

Step 3 Search availability by entering your preferred Province, Check-In and Check-Out dates, Interval and Platform
- Select 'Include Rental'

Step 4 Click 'Search'
- You will now see the available Resort/s per your search
- Click on the Resort Name for more information about the Resort
- Click 'View' on your preferred Resort to view the units available to book
- Click on 'Details' to read more about the Unit you are interested in
- You will see a Price in the 'Price' column

Step 5 Click on 'Make Payment' after accepting the Terms and Conditions to proceed to the payment gateway
- You will be redirected to the VCS screen to fill in payment details

Step 6 Tick to accept the Terms and Conditions

Step 7 Click 'Pay'

Your confirmed booking will display on your portfolio under 'View Bookings'

From the 'View Bookings' page you may print or email your Booking Confirmation Letter to your registered email address

VIEW BOOKING HISTORY

Step 1  Select 'Bookings'

Step 2 Select 'View Bookings'


Step 3 Click on the dropdown tab to view bookings under each platform

Step 4 Your bookings will display under each tab

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SENDING A GUEST




- Step 1  Select 'Bookings'
- Step 2 Select 'View Bookings'
- Step 3 Click on the dropdown tab to view bookings under each platform
- Step 4 Your bookings will display under each tab and you can print or email your Confirmation Letter
- Step 5 Click on 'print Confirmation Letter'
 - You will have the option to 'Print Confirmation Letter' or 'Send Guest'
- Step 6 Click on 'Send Guest'
- Step 7 Complete all the fields and select 'Continue'

SPECIALS

Should you wish to view any or all of the Specials advertised by all of the entities follow the following steps:

- Step 1 Select 'Specials'
 - Numerous Specials will display
 - Click on each special to read more about it and how to book

VIEW MY ACCOUNT

- Step 1  Select 'Account'
- Step 2 Choose between
 -  Capital Account
 -  Management Fee

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VIEW ACCOUNT BALANCE

Step 1



Select 'Accounts'

Step 2

Choose between



Capital Account or Management Fee

- Once selected, you may view your respective balance for each portion of your account and you have the option to download your statement as a PDF document

VIEW DOCUMENTS

Step 1

Select 'Documents'

- For all AGM related documents click on AGM Notes
- For legal documents select Legal Documentation
- For User Guides select User Guides

*PLEASE NOTE

In order to effectively manage online bookings, please ensure that your contact information is current. Our system is constantly under review and in development to ensure ever-improving online services, which means processes and functionality may change from time to time.