



DREAM
HOTELS & RESORTS

**GROUP POLICY FOR:
Dream Hotels and Resorts**

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TITLE

Group Travel & Company Vehicle Policy

PURPOSE

To provide for the circumstances under which claims can be lodged for accommodation, subsistence and travelling for work
To provide for the terms and conditions of usage of company vehicles, and ensuring the safeguarding of guests, staff and company assets.

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To cover the terms and conditions and procedures relating to the use of Dream Vacation Club stock by employees on their DVC Employee Accounts. This is only applicable to 360Hub employees.

DOCUMENT CONTROL		DOCUMENT NO:
DOCUMENT REVISION CONTROL		
PAGE NUMBER/S	CHANGE LOCATED	DATE OF ISSUE
1-7	Multiple updates recorded through version control	23 September 2019
All	Multiple updates recorded through version control	15 August 2023
Page 6-7	Update and including of the new travel booking procedure (Travel SOP)	15 August 2023
Appendix A	Addition of new travel requisition form Addition of new travel cost claim form	15 August 2023

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1. PURPOSE

- To provide for the circumstances under which claims can be lodged for accommodation, subsistence and travelling.
- To provide for the amounts that can be claimed and other incidental matters.
- To set out conditions and authorizations required for travelling.
- To encourage a culture of saving costs to the company.
- To provide for the circumstances under which company vehicles should be used.
- To provide clarity on the responsibilities of the vehicle's accountable person.
- To provide clarity on maintaining the Group's vehicles.
- To cover the terms and conditions and related procedures to the use of Dream Vacation Club stock by employees.

2. SCOPE

This document is applicable to all operations of the Company, but in no way shall it limit the rights of the Company to take different or additional steps or actions, provided such steps or actions do not violate applicable legislation.

In addition to the stated provisions of this document, the Company will take all appropriate actions to comply with the applicable legislation. In the event of a conflict between any provision of this document and applicable legislation, the applicable legislation shall apply.

The document may be amended or modified by the Company at any time.

3. WORK TRAVEL

3.1. Travel Allowances:

An employee traveling on approved traveling as per the travel policy to attend matters relevant to the company will be entitled to an allowance for subsistence as follows:

1) Discomfort Allowance:

- The Travel discomfort allowance is payable when an employee is on duty for a period exceeding 8 hours and travels to a destination more 100 km from his or her official place of work or home which results in employee spending a night or more away from home.
- All essential costs relating to travel are in the policy below per and all inessential costs (i.e.: snacks, cooldrinks, amenities etc) are covered by the discomfort allowance which can be claimed after the travel (see 3.2 below).
- All Leads, Co-Lead, Custodians and Sales Employees are excluded from the travel discomfort allowance unless it has been included in your employment contract or discussed with your direct lead.
- The allowance is R100 per night that the employee is away.

2) Food and Beverage Allowance:

- This is broken down into the following categories:
 - a) Catered Resorts (implies resorts with F&B facilities) – 3.1.1 below.
 - b) Non-Catered Resorts (implies resorts with NO F&B facilities) – 3.1.2 below.

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Billing type:

- This is broken down into the following categories:
 - c) Travelling to a Resort who is getting the benefit of the travel – 3.1.3 below.
 - d) Travelling to a Resort who is NOT getting the benefit of travel - 3.1.4 below.

3.1.1. Travel to a Catered Resorts:

- Resort to provide accommodation on complimentary basis (no need to charge the R650 unless required for bill-back purposes i.e., share block vs hotel)
- Rooms to be booked at room only rate.
- Food and beverage (for breakfast, lunch and dinner) will be at 50% of resort selling price.
- Employee is entitled to max spend of the SARS approved subsistence allowance (which is currently at R361) for food and beverage spend.
- Any additional cost is billed directly to the employee at 50% of the selling price.
- If only eating dinner at the resort, the full SARS approved rate DOES NOT apply, but only 60% of the rate applies – thus R216.60.
- Similarly, if only eating lunch at the resort, the full SARS approved rate DOES NOT apply, but only 40%.
- Breakfast should be included in the room rate.
- If an employee is staying at a catered resort, all meals will be covered per the above, if eaten at the resort. Any employee that would like to eat out of the resort would cover this meal at their own cost.

3.1.2. Travel to Non-Catered Resorts:

- Resort to provide accommodation on complimentary basis (no need to charge the R650 unless required for bill-back purposes i.e., share block vs hotel)
- These resorts would consist of self-catered resorts (i.e.: does not have F&B facilities) – then the employee is entitled to a max spend of the SARS approved subsistence allowance for food and beverage costs which can be claimed back after the trip with the related travel expenses through Finance with the accompanying expense slips or tax invoices.
- Any cost spend above this rate would be for the employee's own account.

3.1.3. If the Resort IS getting the benefit of travel:

- Resort to absorb the full cost of accommodation (per 3.1.1 above) and food and beverage (per 3.1.1 above).
- The resort is also to cover all travel costs (per 3.2, 3.4 and 3.5 below) which will be billed by 360Hub per the travel requisition form.
- Any personal travel included with work travel will be for the employees' own cost and not absorbed by the resort.

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3.1.4. If the Resort is NOT getting the benefit of travel:

- Accommodation is billed to the benefiting resort (i.e., where the employee is actually working while travelling) at R650 per night.
- Food and beverage are billed to the benefiting resort at the 50% selling price at a max price of the SARS approved subsistence allowance per day.
- The Resort Financial Officer must recharge the cost of the accommodation and Food and Beverage to the relevant property as per the approved split in the travel requisition form (this will be with the 360Hub Financial Officer or the 360Hub Travel Team Member).
- The benefiting resort to cover all the travel costs (per 3.2, 3.4 and 3.5 below) which will be billed by 360Hub per the travel requisition form.
- E.g. if a team member needs to work at Avalon Springs but there is no accommodation available. They get booked into The Peninsula All Suite Hotel. The Peninsula All Suite Hotel will bill Avalon Springs for the accommodation, food & beverage costs.

3.2. Parking, Tollgate and incidental costs

Incidental costs can be claimed back after the travel through a submission to the 360Hub Financial Officer/Financial Associate.

An Incidental Costs Form (Appendix A) must be completed and all accompanying expense slips or tax invoices to be attached.

Please refer to 3.3 below for when advances are allowed to be given rather than a reimbursement being done after the travel.

Approved Incidental costs include:

- Parking Cost (at the airport) – see point below
- Travel to the airport – see point below
- Tollgate Fees
- Refuelling of rental car or own Vehicle
- Food and beverage allowance for non-catered resorts (see 3.1.2 above)
- Discomfort allowance, if applicable

All incidental costs will only be reimbursed to the employee if slips can be provided.

Once the incidental costs form has been provided to 360Hub finance, it will be reimbursed within 2 weeks, depending on when the slips and information is received.

If this cost needs to be rebilled to a resort, this will be done the DHR Financial Officer in the months rebilling post the travel.

Corporate card can be used for these expenses only if authorised by the card holder it was issued to:

- All slips and tax invoices need to be retained and submitted to Finance as per the Company Card SOP.

Parking Costs and Travel to the Airport:

Employees will do their best to minimise this cost at all times.

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Parking Cost guidelines are giving below – if using an uber would be less, then it is advised to catch an uber to the airport, if not, then it is advised to drive and park your car at the airport. Both costs will be considered incidental costs and reimbursed by the company unless due care was not taken in the decision.

Lanseria Multilevel Parkade:

- 2 days: R362
- 3 days: R543
- 4 days: R724
- 5 days: R950
- 6+ days: R80 per day additional

OR Tambo Parkade – using EasyPark Meet & Greet Service (meet at parkade 2 and park your car offsite)

<https://eazypark.co.za/parking-or-tambo-international-airport-special/>

- 2 days: R180
- 3 days: R240
- 4 days: R300
- 5 days: R360
- 6 days: R400
- 7+ days: R50 per day additional until 10, then R25 per day additional

OR

OR Tambo Parkade – Long Stay Parking

- Per Day: R170
- 3 days: R480
- 4 days: R272
- 5 days: R340

Cape Town Long Stay Parkade:

- Per day: R155
- 6 days: R780

Durban Long Stay Parkade:

- Per day: R185
- 5 days: R325
- 6 days: R390
- 7 days: R455

Travel claims to and from the airport:

Travel claims from one's place of residency to the airport will be as follows – if uber is not used per the above:

- a) Travel for 1 night: Any distance more than from your place of residence to the office will be covered.
Eg: Home to work = 50km, home to airport = 60km, 10km of travel will be reimbursed
- b) Travel for 2 nights: Any distance more than from your place of residence to the office will be covered.
- c) Travel for 3+ nights: Any distance more than from your place of residence to the office (x 2 days of office work) will be covered.
Eg: Home to work = 50km x 2 days = 100km, home to airport = 60km, no travel will be reimbursed.

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3.3. Advances

Travel advances will be given to the following employees:

- Trade sales
- Timeshare sales

Travel advances will also be given in the following travel circumstances:

- Educational' s
- International travel

Any other employee that requires an advance, rather than a reimbursement after travel, would need approval from the Tribal A and the Financial Tribal A.

A Travel Advance Requisition Form (Appendix B) must be completed.

3.4. Motor Vehicle use or Car Hire or Rentals

Any travel that is less than 150km from one's place of work should entail the employee to either use a company car and then their private car before looking to hire a car.

Car hire is always done through First Car as the company has agreed rates.

A number of employees who attend the same function shall at all times attempt to reduce the cost to company by using **one vehicle (travelling in company)** where circumstances permit.

In a situation where **company / rental vehicle** is used, no claim shall be paid, except for unforeseen circumstances, such as breakdowns, re-fuelling.

No traffic offence ticket would be paid for by the company unless it can be proven that there is no negligence on the part of the driver.

Rental or hired car will be arranged by defaults under classification of **Group B** rental unless the travel is for group or required additional space for transporting items, which need to be justified in the travel requisition. The number of cars will depend on the number of employees attending the same function. On international roads, a hotel shuttle or pre-arranged transport agency will be used (whichever is cheaper)

In a situation where a **private vehicle** is used, a claim for the actual kilometres travelled shall be paid at the SARS approved rate (all-inclusive rate including fuel usage). If the employees' normal duties entail traveling and they would have been contracted on these terms and or would receive commission payment or fixed travel allowance, then the employee is not entitled to claim at the above rate as indicated.

Car hire will always be preferred over the use of a private vehicle for general travel (apart from the travel being under 150km from one's place of work). However, if an employee would like to use their own car a cost comparison will be done.

If the travel consists of multiple days at one property (ie: the car will sit and not be used), preference will be given to using a company vehicle, then a private vehicle and then only car hire.

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Any personal travel done while having the use of a company hired car (ie: stay over the weekend in desired city) will be deducted from the employee's salary in the month after the travel.

Any additional features obtained during car hire will be for the employee's costs, unless it is deemed necessary for the purpose of travel. Extra's include WI-FI, GPS, Car Seats, Bike carrying racks etc.

3.5. Air / Flight Transport

3.5.1. Local Travel:

Every attempt shall be made to reduce travel costs by comparing the cost advantage of using alternative transport modes.

- Flights will be booked on the best available rate on the day of travel.
- This may not always be at the preferred airport, but the preferred airport will be taken into consideration.
- All flights should be booked at least one-month in advance (see 3.7 below).
- Employees are encouraged to look at flights which depart before 9am in the morning and after 2pm so that an employee's working day is not disadvantaged by flying. Where the employee is travelling from and where the employee is travelling to will be taken into consideration as well as the price of the flight. Discretion of travel times will be held by the Tribal A's when authorising any travel.
- Flights may be booked to include personal travel (ie: stay over the weekend in desired city), however, the cost of the flight may not exceed more than 20% of the cost if travelled on working days. Any cost above 20% would need to be absorbed by the individual and will be deducted from the employee's salary in the month after travel.
- Flights will not be booked using priority unless specifically motivated as to why or individual is willing to absorb the cost.

The company will compare the cost of a rental / hire Vehicle (or use of company Vehicle) to flight cost taking into consideration;

- Number of individual's travel
- Items to be transported
- Location of the destination and
- Any other relevant information

Employees should at all times be booked into ***economic class***.

3.5.2. International Travel:

- Flights will be booked on the best available rate on the day of travel.
- All flights for international travel must be BOOKED three months in advance – this would mean that planning and approval would need to occur before this.
- All flights must be booked through a company approved travel agent.

3.6. Limitation / Restricted in periods deemed as high or peak

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Travel and accommodation will be restricted in periods deemed as high or peak periods (This is inclusive of private and government school holidays and long weekends) in the hospitality industry due to a lack of accommodation and also increased travel and flight costs. If travel is necessary, then this must be booked more than 6-weeks in advance and will be subject to availability and costing.

3.7. Travel Requisition and Claims Process

3.7.1. Approval of travel

- Any travel to a resort must be approved in the following manner:
 - Step 1: Tribal A to approve the request to travel.
 - Step 2: Travel request document (see below) to be completed.
 - Step 3: 360Hub travel member will recon all costs involved based on the information in the travel request document.
 - Step 4: Approval must be given from the absorbing entity.
 - If the resort is absorbing the cost – the Resort Custodian must approve the cost estimate.
 - If 360Hub is absorbing the cost – the Tribal A must approve the cost estimate.
- This approval includes the timing of the visit (ie: the Resort Custodian agrees to the dates of travel to ensure that they have availability for the travel and that the travel does not interfere with a busy period or school holidays) and the cost of the travel.
- All travel should be submitted for approval at least **one-month** in advance for local travel.
- All travel should be submitted for approval at least **three-months** in advance for international travel.
- All travel should be planned in the most cost-effective way, visiting multiple resorts in one region to avoid future airfare/car hire costs is recommended.
- If travel needs to take place with less notice than the above two points – see point 3.8 below.
- The travel request document must be completed using the below link.
<https://dreamresorts.co.za/employee-travel-request-form/>
- The Incidental Cost Form and the Travel Advance Requisition Form will be available on this link as well to be completed.

3.7.2. Submission and booking of travel for local travel

The travelling individual/Tribal A/Business Unit Lead must present all approved travel to the 360Hub travel member no later than one-month before departure.

The 360Hub booking team member must book the travel within 2 days of receiving the travel request form, therefore approval on the estimated costs must be received from the Resort Custodian or Tribal A in these 2 days before anything is booked so that the costs can be approved.

If the booking cannot be done or will not be done with the 2-day timeframe, this must be communicated to the individual travelling and the Accountable Person who approved.

If the cost varies by more than 20% from the approval given by the Resort Custodian or Tribal A, the 360Hub travel member will need to request approval. However, if it is within this range, then no further approval would be needed.

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The 360Hub booking team will send the required flight and car hire information, if applicable, to the individual that is travelling once the travel is booked.

All travel documentation should be saved in the travel FTP folder for use by the 360Hub Financial Officer.

3.7.3. Submission and booking of travel for international travel

This should be per the approved budget. Anything that varies more than 20% on the approved budget, would require further approval from the Tribal A and Finance Tribal A.

3.8. Short-term Travel

This is travel that needs to be booked with less than 4-weeks to the travel time for local travel and less than three-months prior for international travel.

This must be approved by the Tribal A and/or Resort Custodian per point 3.6.1 above and must also be approved by the Finance Tribal Leader before any booking is made.

The actual costs of travel must be obtained before submission and approval by the Finance Tribal Leader.

Approval will be given based on the following factors:

- Circumstances
- Cost
- Availability at resort

Once approval has been obtained, the travel must be booked the same day, if approval was obtained before 3pm, otherwise before 12pm the following day.

This will be monitored and if individuals are constantly booking short-term travel – this will be investigated, and action taken as to corrective action.

3.9. Personal Travel linked to work trips

Personal travel is allowed with work trips (ie: a stay over the weekend, extended stay on authorised leave days).

All personal travel will be at the employees cost and will be deducted from the employee's salary in the month following the travel.

Additional costs for the employee:

- Flights costs above 20% of the flight if travelled on weekdays (per 3.5.1 above)
- Any additional day's car hire
- R650 per night accommodation at the selected resort
- 50% of selling price on all food and beverage
- Any activity costs

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Employees can travel with their families during these periods who would be subject to the same cost structures above.

All staff tips given while on personal travel must be given on a 100% of the bill price and not at the 50% discounted price.

No discomfort allowance can be claimed for days of personal travel.

4. COMPANY VEHICLES

4.1 Terms and Conditions of usage of Company Vehicles:

4.1.1. Company use of company vehicles

- Only authorised employees are allowed to operate the company vehicle, unless prior permission is granted from Tribal lead, Resort Custodian, or business unit lead.
- Only authorised employees are allowed to be transported in the company vehicle unless prior permission is granted from the Tribal Lead/Resort custodian or business unit lead.
- Only employees with valid endorsed driver's licences are allowed to operate any company vehicle and failure to disclose an unendorsed driver's license is a transgression of this policy and the code of conduct of the employer and South African Legislation.
- Only authorised items are to be transported and only authorised work is to be conducted with the company vehicle, unless prior permission is granted by the Tribal Lead or Business unit lead or operational lead.
- The vehicle is not allowed to leave the South African Border without the express permission of the employer and with relevant insurance cover.
- Vehicles are to be signed in and out by the relevant accountable person.
- The driver of the vehicle must have a valid PDP if transporting staff and guests, the company will subsidise the cost of the PDP when in the employment of DH&R.
- All incidents should be reported when handing the vehicle back to the vehicle's accountable person.
- Pre and Post inspection of the vehicle is required, and any damage not reported before the trip will be deemed as occurring on the trip it was currently on.

4.1.2. Personal use of company vehicles

- No company vehicle may be used by an employee for personal use without the specific written permission of the Resort Custodian and/or Operations Lead. This is only to be allowed on an exceptional and/or ad-hoc basis.
- All fuel & tolls will be for the employees' personal accounts and the company is permitted to charge a discretionary rate or the SARS approved rate.

4.2 Responsibilities and Accountability

There must be one accountable person allocated to the company vehicle/s.

The accountable person is ultimately responsible to ensure that all relevant policies and fleet management procedures are in place, including but not limited to;

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- Inspect the vehicle weekly or monthly for any damage, urgent signs of maintenance, tyre conditions etc. Preventative maintenance is important to long-term use.
- All vehicles need to be serviced at regular intervals as prescribed by the manufacturer (i.e. every 10,000 km or 15,000) or at least annually.
- Vehicles less than 5 years old – MUST always be serviced by the manufacturer or an approved mechanic of the manufacturer (i.e. at a Toyota or Nissan). This may extend if the warranty period is more than 5 years.
- Inspections of services will form part of ORMS and minimum standards audit.
- The vehicle is to remain reasonably clean and stain-free for the duration of use, subject to expected reasonable wear & tear, and subject to vehicle purpose.
- The vehicle must be cleaned at least once a week at the cost of the company (where possible) to ensure the vehicle is available for use in a decent state, the cleaning shall be done by onsite personal unless in extreme cases of filth an exterior company can be used but this must be approved in writing by the accountable person
- No Smoking in any company vehicles is permitted.
- All company vehicles are to be fitted with the minimal of a retrieval tracker. In cases of specialist vehicles, a skytrax tracker should be installed.
- Under no circumstances should a company vehicle be driven under the influence of alcohol or drugs.
- The use of seat belts and shoulder harness is mandatory for driver and passengers.
- Vehicle logs are to be kept for all vehicles and vehicle logs should be uploaded onto the resort compliance folder in monthly increments under the licences folder.
 - Vehicle Log books can be purchased or printed- One log book must be allocated to each vehicle
 - The log book must contain the following details
 - Vehicle registration
 - Driver
 - Date
 - Time out & Time In
 - KM start & KM end
 - Total trip KM's
 - Reason for travel
 - Signature of driver

A sample of a vehicle log book:

VEHICLE LOG BOOK								
COMPANY: _____					REGISTRATION NUMBER: _____			
DRIVER	DATE	TIME OUT	TIME IN	KM START	KM ENDING	TOTAL	REASON	SIGNATURE
								SIGNATURE
								SIGNATURE
								SIGNATURE
								SIGNATURE
								SIGNATURE
								SIGNATURE

4.3 Insurance

- All resort vehicles will be separately insured on the Resorts’s insurance policy, by the Resort Custodian
- All 360 vehicles will be separately insured on the Groups insurance policy, by Sonja Reyneke.

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- Where applicable, 3rd party insurance will be taken on old and/or specific vehicles where it is inappropriate to fully insure.
- Any vehicle that is sold or written off needs to be removed from the Group’s insurance policy by the accountable person or Resort Custodian

4.4 Incidents and Accidents

4.1.3. Negligent accidents and incidents;

- If the employee driving was negligent in their action and was deemed to be the cause of the incident or accident, they will be liable for the lesser of the full (100%) cost of the repair and/or insurance co-payment (excess due & payable).
- The claim may be based on the claim value decided not necessarily the property insurance claim and the employee, in this case, will be liable for the repair cost as obtained by the employer from two independent authorised repairers.
- Co-payment to the employer’s insurance is set as a % of the repair cost and based on the policy and has a minimum co-payment amount payable.
- The employee agrees to the full deduction of all costs and fees from the employee salary in regard to incidents and accident costs.

4.1.4. Non-Negligent accidents and incidents:

- If the employee driving was NOT negligent in their action and was NOT deemed to be the cause of the incident or accident, they will.
 1. **On first incident:**
have no liability
(on a 36-month rolling period)
 2. **On second incident:**
the employee is responsible for either the cost of the damage (at a reputable panel beater or mechanic) up to a maximum of the insurance excess. The lesser of the two.
(in a 36-month rolling period)
Can be deducted over a maximum period of 6 months from the employees’ salary
- An incident report needs to be filed by the driver in question.
- Should the matter of negligence be disputed between the driver and the Resort Custodian, the matter will be referred to the Operations Lead and People’s Lead for guidance. Their decision is binding.
- Any future appeal procedures will be governed by the employer’s consequence management (People relation / Industrial relation Policy).

4.5 Parking Tollgate and Incidental Fines

- All parking and speeding fines will be deemed as negligence on the part of the employee driving and will be for the full cost of the employee, in company or hired vehicles.

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- The employee agrees to full deduction of all costs and fees to be deducted from the employee salary in regard to parking and speeding fines.
- The employer can bear no responsibility for the employee missing out on a discount on timely payment and the employer will forward all fines as soon as they are received
- The designated driver as per the book out schedule will be deemed as the liable party
- Only fines incurred based on the status or roadworthiness of the vehicle will be exempted and for the cost of the employer.

4.6 Branding

ALL company vehicles will be branded, unless for exception reason.

- Service/maintenance vehicles to be branded minimally.
- Guest/front-facing vehicles to be branded to gain maximum exposure.
- All vehicles are to be branded DHR as the main brand but with property featuring appropriately.
- Only approved collateral from marketing is allowed to be used.
- All new vehicles purchased need to be branded before delivery is taken of the vehicle.

The benefits to branding include:

- Exposure to the brand
- Less risk of theft
- Less risk of reckless driving and/or abuse by staff



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5. DREAM VACATION CLUB STAFF MEMBERSHIP

Dream Vacation Club staff membership is only applicable to 360Hub staff and Resort Custodians.

5.1. Points bookings

Staff membership entitles you to 3,500 Dream Vacation Club points to use subject to the following terms and conditions:

- a) The membership will entitle the member to utilise the annual points allocation for the booking of all off peak local accommodation within the Dream Vacation Club property portfolio subject to availability. Availability excludes Timeshare owners who banked their weeks and weeks rented from DHR properties.
- b) Additional rules and regulations with regard the usage of accommodation on staff points in high demand areas and/or over high demand periods may be determined by the reservations manager and/or supervisor.
- c) Bookings may not be made more than 3 months prior to check in date.
- d) Each booking shall be made with reference to the points chart current at the time of the booking provided the staff member has adequate points credited to his/her staff points account to cover the booking.
- e) Accommodation requested must be confirmed in writing. Upon confirmation of a booking the staff member's points account shall be debited accordingly.
- f) The cancellation of a booking by a staff member will be accepted 4 weeks prior to occupation without the loss of points otherwise only if and when booked by another member staff or DVC member.
- g) A confirmed DVC staff booking may be cancelled by the Club at any time prior to check in.
- h) Should a certain year's points allocation not be utilised within that specific calendar year the unused points may be accumulated and utilised within a further 2-year period failing which the relevant points will be forfeited on 31 December of the further 2-year period.
- i) Points are considered utilised only once a booking has been made and a resort checked into; Confirmed bookings may under no circumstances be rented out to 3rd parties or exchanged with any exchange organisation.
- j) Bookings can only be confirmed through the DVC Reservations manager/supervisor or made online via the DVC website.
- k) An accommodation booking made by a DVC staff member shall always be subject to the Club Scheme rules and the rules and regulations and other conditions applicable at the resort booked. The staff member undertakes to abide by all rules and regulations governing such resort.
- l) Accommodation not available to book on staff points:
 - o Blue Marlin Hotel
 - o Finfoot Lake Reserve
 - o Le Franschoek Hotel & Spa
 - o Tala Game Reserve
 - o Piekenierskloof Hotel
 - o Jozini Tiger Lodge
 - o Olifants River Lodge
 - o Nibela Lake Lodge
 - o Little Switzerland
 - o Zimbali Lodge

5.2. Bonus breaks

Bonus breaks may be booked by staff members using their staff accounts Bonus breaks may be booked on points or at the advertised bonus break cash value.

All bonus breaks need to be confirmed online on the website OR through the Reservations Manager/Supervisor.

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Bonus breaks on cash will be placed on hold for 24 hours only in order for a Staff member to make payment and send proof of payment. Only once proof of payment has been received from the relevant staff member will the booking be confirmed.

Bonus breaks cannot be cancelled once confirmed.

5.3. Rules pertaining to the use of accommodation:

- a) Accommodation booked by staff on their staff membership accounts must be used solely by such identified staff, their families and/or friends and **may not be transferred or sold to any other person.**
- b) **The renting out of units booked will not be permitted under any circumstances**
- c) All Club and Resort rules and policies must be strictly adhered to failing which the relevant resort management and/or Club Trustees may request the staff member/sales agent or their family/friends to leave the property.

This includes the following:

- Overcrowding
 - Failure to check out on time
 - Excessive noise levels
 - Rudeness towards Resort Management or Staff or other guests
 - Damage caused to the interior/exterior of accommodation
- d) Staff using the accommodation should at all times be cognisant of the fact that they are representatives of the company and in such capacity are obliged to protect the brand and reputation of the company.
 - e) In the event of any complaints received by Dream Hotels & Resorts against any staff member and/or their families/friends while occupying the units specified herein, such employee may be refused future use of this benefit. In the event of misconduct, the company retains the right to take disciplinary action against an employee as may be appropriate.
 - f) Management reserves the right to refuse a booking request by staff members.
 - g) Management also reserves the right to withdraw or change this benefit at its sole discretion.

6. EMPLOYEE BOOKINGS AT DREAM HOTELS PROPERTIES

6.1. List of Dream Hotels properties:

Tier 1 Resorts:

- Le Franschoek Hotel & Spa
- Zimbali Lodge

Tier 2 Resorts:

- Nibela Lake Lodge
- Tala Game Reserve (Leadwood)
- Jozini Tiger Lodge
- Little Switzerland

Tier 3 Resorts:

- Piekenierskloof Hotel
- Blue Marlin Hotel
- Tala Game Reserve (Paperbark)

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- Finfoot Lake Reserve
- Olifants River Lodge

6.2. Booking Terms & Conditions and Process:

- All employee bookings are subject to availability.
- All employee bookings should be limited to out of peak seasons and long-weekends; however, this can be subject to the Resort Custodian approval.
- All bookings for the Dream Hotels properties, need to be made through the resort reservations team on-site. No bookings can be made through central reservations.
- These bookings will require approval from the Resort Custodian.
- All bookings should only be made within three-months of the occupation; however, this can be subject to the Resort Custodian approval for a longer lead time.
- All bookings will need to be paid at least-two weeks prior to occupation, otherwise the booking will be cancelled.
- All bookings cancelled within a two-week period of occupation will be non-refundable. If an employee cannot make the date, the booking can be moved, subject to availability and the resort custodians approval.

6.3. Bookings Charges:

All accommodation costs are at set prices per room per night based on the tier level of the resort. All rates will exclude breakfast.

All food and beverages will be at 50% of the selling price.

All activities will be at 100% of the selling price.

Tier 1 Resorts: R850 per night
 Tier 2 Resorts: R750 per night
 Tier 3 Resorts: R650 per night

6.4. Rules pertaining to the use of accommodation:

All rules as stated in 5.3 must be adhered to at all Dream Hotels properties.

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