



Misty Highlands Vacation Solutions (MHVS) - Frequently Asked Questions (FAQ)

1. How many years is the membership?

It is an 11 (eleven) year membership from 1 March 2023 until 28 February 2034. However, should the occupation certificate be issued before 1 March 2023, members can book that module, but will need to pay the levy at time of booking. The home is currently 65% completed so should be completed by 30 September 2022.

2. Is my money safe in view of the fact that the lodge is only planned to be finished by 30 September 2022?

Yes, you will pay your funds are paid into an attorney's trust account which safeguards the funds. A detailed budget has been drawn up to ensure there are sufficient funds to ensure the issue of the occupation certificate. Once this budgeted amount is in attorneys account, funds will be released to complete the lodge.

3. Are there complimentary golf carts?

Yes, there going to be 2 x 4 seater carts for the lower level and 4 x 4 seater carts for upper levels. These can be used for general transport around the estate like fishing trips, visiting friends or going to driving range. Naturally they can also be used for golf.

4. Are there sleeper couches for children?

Yes, the 4 (four) bedroom unit sleeps up to 10 (8 adults & 2 kids under 12) and the 6 (six) bedroom unit sleeps 14 (12 adults and 2 kids).

5. How many guests are allowed in the units?

In the 4 (four) bedroom unit a maximum of 10 (8 adults & 2 kids under 12) occupants is permitted and in the 6 (six) bedroom unit a maximum of 14 (12 adults and 2 kids) occupants is permitted.

6. Do you have a floor plan of the units?

Yes, floor plans can be found on our website on the "Your Share" page under Important Documentation.

7. Do we get special golf rates as members?

Currently we are allowed 1 x 4 ball per day for the lower level and 2 x 4 balls for the upper level. Each 4 ball pays as follows: 2 x R550 and 2 x visitor rates. If we use our own carts, this price will be reduced.

The Trustees are negotiating with the club to see if we can buy some type of "corporate rate" which will reduce rates. This will be included in the levies.

8. How much does it cost to join?

This depends on several factors, such as:

- Size of unit
- Time of year
- Midweek or weekend
- Number of modules

Please contact your sales consultant at sales@mistyhighlands.co.za

9. What is a “Your Share” interest?

It is a shared vacation solution which gives members exclusive annual use of accommodation in the Misty Highlands Lodge till 28 February 2034.

Misty Highlands Vacation Solutions (MHVS) has a unique roster (Please see roster rules for full explanation) which caters for both 3 and 4 term school holidays. In addition, all weeks (peak and flexi), are split up into:

- 3 (three) night Midweek
- 4 (four) night weekend

MHVS roster has also included guaranteed certain annual events and holidays like 3 term midterm breaks, club champs and post peak school holiday weekends.

10. What is Misty Highlands Vacation Solutions Association (MHVSA)?

It is an association of members not for gain, controlled by rules and subject to section 10 (1) (e) of the Income Tax Act, which operates a timeshare scheme in terms of the Property Timeshare Act 75 of 1983 at Highland Gate Golf and Trout Estate.

11. Can I split my week into midweeks and weekends?

Yes, all weeks are split into 3 (three) night midweek or a 4 (four) night weekend. You may combine them to secure a week or more. Please see roster rules for full explanation.

12. Are there peak weeks?

Yes, there are 14 peak weeks in a year. A few unique features include the 3 term schools mid-term breaks and the April and August three term school holidays. These are based on the St. Stithians timetable.

13. Is there free WIFI?

Yes.

14. What amenities and facilities are available?

There two separate fully self-catering units and are equipped as follows:

Six-bedroom Amenities & Appliances

6 ensuite bedrooms

1 x full bathroom plus 5 x bathrooms with shower, basin and toilet

4 x 4 seater golf carts

Fully equipped lounge

Wood fire place

Smart TV

Full DSTV bouquet

Wi-Fi

Generator

Jo-Jo tanks

12 three quarter beds + linen

12 queen size duvets

6 king size duvets and linen

6 hair dryers, 1 per room

1 double door fridge and freezer

1 toaster

1 gas oven and hob

Built in braai

12-seater outside patio furniture

1 ice machine

3 coffee machines

1 dishwasher

1 industrial washing machine

1 tumble dryer

1 microwave

1 air fryer

1 kettle

24 seater cutlery and crockery

Wine, beer, whisky and cooldrink glasses

Four-bedroom Amenities & Appliances

4 bedrooms, 2 x ensuite plus 2 bedrooms sharing a 3rd bathroom

1 x full ensuite bathroom plus 1 x full bathroom sharing and 1 x ensuite Bathroom with shower, Basin and toilet

2 x 4 seater golf carts

Fully equipped lounge

Morso fireplace

Smart TV

Full DSTV bouquet

Wi-Fi

Generator

Jo-Jo tanks

8 three quarter beds + linen

8 queen size duvets

4 king size duvets and linen

4 hairdryers - 1 per room

1 single door fridge and freezer

1 toaster

1 gas oven and hob

Built in braai

10 seater outside patio furniture

1 ice machine

1 coffee machine

1 dishwasher

1 microwave

1 air fryer

1 kettle

10 seater cutlery and crockery

Wine, beer, whisky and cooldrink glasses

15. Is there DSTV?

Yes, and members can enjoy their favourite sport event in the Highland Gate clubhouse too.

16. At the end of the contract, do I get any money back?

Yes, but only if you're fortunate to acquire a shareholder membership (SM). SM members will receive their initial investment back when the house is sold after the termination date,

28 February 2024. These are limited so please enquire on sales@mistyhighlands.co.za if there are still shareholder memberships available.

17. Do you offer a payment option?

Shareholder members are required to put down a 10% deposit and either pay the balance within 14 days or get a bank guarantee for the balance. MHVS members we will be offering a rent to buy option. Kindly contact a consultant for more information at sales@mistyhighlands.co.za

18. Is there a cash discount in place?

Yes. Please ask your sales consultant for current details: sales@mistyhighlands.co.za

19. How far is the resort from the main road?

It's 13.7kms from the R540 and a total of 15kms from Dullstroom.

20. Do I need a 4x4?

No, the roads are fully tarred.

21. Is it possible to pre-order meals, groceries and drinks?

Yes. A list of pre-order items will be offered at the time of booking online.

22. Are there levies?

Yes. They vary according to size of units. These are to cover operating costs and provide for servicing of the units. We have a referral system designed to reduce or eliminate your levies by introducing a friend or two.

23. What are the levies used for?

The levies are used for general running expenses of the resort such as housekeeping, maintenance, electricity, water, WIFI access, consumables, Highland Gate estate access, gas, ground staff, management fees, equipment costs, security, administration, building and equipment insurance, annual golf subs, bookings and refurbishment allowances to ensure the quality of amenities.

24. Is there a joining fee?

Yes, there is a joining fee of R1500. This is a once-off fee payable when you apply for your membership.

25. Are there any other annual fees besides levies?

Yes, there is a combined annual membership and key owner's fee. In your first year this is included in the joining fee and is valid until 28 February 2024. Annual fees will be invoiced on 1 March and are payable by 31 March. Your next annual membership will be due 1 March 2024.

26. Are the units insured.

Yes, insurance is included in the levy. We do have penalties for members or guests that abuse and damage amenities. For example, in the case of cart damage, the member concerned will need to pay the excess as well as 25% of the total bill to the levy stabilisation

fund. The trustees assume that this inappropriate behaviour is not an isolated incident and such incidents are likely to inconvenience all bookings prior to repair. Should members not be able to pay this levy, the trustees can attach the memberships and sell or rent out the offender's right of use to recoup this penalty fee.

27. Is the lodge pet friendly?

No.

28. Is there horse riding on site?

No, horse riding is available nearby.

29. Is there onsite function/wedding facilities?

Yes, at the clubhouse across the road.

30. Can we braai at our units? If so gas or charcoal?

Yes, both braai units are charcoal.

31. Are there firepits?

No. No open fires are allowed outside of the building.

32. Must we bring our own firewood?

Yes, but firewood, together with groceries and drinks may be ordered in advance at the time of the booking.

33. Are we allowed to swim in the dams?

No.

34. Is there a swimming pool?

No. Dullstroom's colder climate generally does not lend itself to swimming. The trustees are investigating some heated pool and jacuzzi options.

35. Is there trout fishing on site?

Yes, and fishing for residents is free.

36. Are we allowed to keep trout for the pan?

It is a catch and release resort. Barbless hooks are mandatory.

37. What are the check-in and check-out times?

Check-in is 4pm and check out is 10am for unit access. You are allowed to come early to resort on check-in day and leave resort later after check-out of unit.

38. As a day visitor may I play golf and fish?

The golf course is available to the public but not at residence rates. Fishing is for residents only.

39. Do you offer a referral incentive for referring friends, colleagues, and family?
- Yes, there is an exciting multi-level referral incentive scheme (only to 3 levels). Members automatically become “keyholders” - your key to free holidays! Please request full details or to chat to a sales consultant on sales@mistyhighlands.co.za or contact Toby 082459 6708.
40. Do you have a loyalty card which offers discounts and special offers from local eateries, shops and activities in and around Dullstroom?
- Yes, as a member and keyowner, you will get various ongoing vouchers/discount offers to enjoy value for money fun on site and in and around Dullstroom.
41. How far is the lodge from Gauteng and JHB International airport?
- The distance is 265Kms and the distance can be comfortably covered approximately 2.5 hours.
42. Do you have directions?
- Yes, the Contact page on the website contains a directions facility.
43. Is there a spa on site?
- No, but there are several spas in Dullstroom. To book contact Trevor on 074 700 9000.
44. Is there a chapel on site?
- No, but there are chapels and churches in Dullstroom.
45. Is the estate wheelchair friendly?
- Yes.
46. Is the unit wheelchair friendly?
- The middle level is wheelchair friendly.
47. Is my unit serviced daily?
- The unit is serviced a minimum of 6 days per week.
48. Do you offer laundry service?
- Yes, the staff will be happy to assist you. Please tip them as this is not part of their job description.
49. Do you have a resort map?
- Yes, in the Highland Gate Guest Guide at <https://mistyhighlands.co.za/wpcontent/uploads/2022/04/Highland-Gate-Estate-Guest-Guide.pdf>
50. Do you have floor plans of the units?
- Yes. <https://mistyhighlands.co.za/wp-content/uploads/2022/04/Misty-Highlands-Floor-Plans-A3.pdf>

51. Are there hairdryers in the units?

Yes.

52. Is there a generator?

Yes.

53. Is smoking allowed in units?

Smoking is only permitted outside the building.

54. Are you affiliated to a leisure exchange company?

Yes. The company will be affiliated to RCI and/or its sister company Registry Collection.

55. Am I allowed to rent out my unit and run it as a business?

Yes.

56. Will you help rent out my time?

Yes.

57. Who is responsible for the governance of the scheme?

The trustees have overall responsibility, like a board of directors, for setting policies, corporate governance and establishing a separate reserve for the replacement of furniture, fitting and equipment in terms of the Property Timeshare Act.

58. How do I get exclusive use of Misty Highlands Lodge?

By acquiring "Your Share" in Misty Highlands Leisure Solutions (MHVS). You can obtain "Your Share" from Misty Highlands Vacation Solutions (Pty) Ltd at the following email address: sales@mistyhighlands.co.za or by contacting Toby on 082 459 6708.

59. Does MHVC offer any rental assistance.

Yes, we do, and we encourage investors to become members as yield some healthy returns. Acquire your membership, rent it out for 11 years and get your original investment back. Please ask a sales consultant to contact you sales@mistyhighlands.co.za or 0824596708 - Toby – "Your Uncle in the Leisure Solution Business"

60. Will I be notified when levies are due?

Yes, when the new budgets are approved by the trustees, you will be notified and reminded again in February of each year.

61. Do I have the right to cancel the contract and get a refund of monies paid?

Yes, there is a 5-day cooling off period from the date of signing the agreement but the request to cancel has to be received by MHVS in writing within 5 working days.

62. How far in advance may I book?

Flexi bookings are done on a first-come-first-served basis and can be reserved 12 months in advance. Peak owners are guaranteed their time each year.

63. Do I always need to use my time at Misty Highlands Lodge?

No, you can rent it out and use funds to go elsewhere. We are currently negotiating with RCI and their sister company Registry Collection to enable members to space bank and use any of the 4000 resorts worldwide and 170 local resorts.