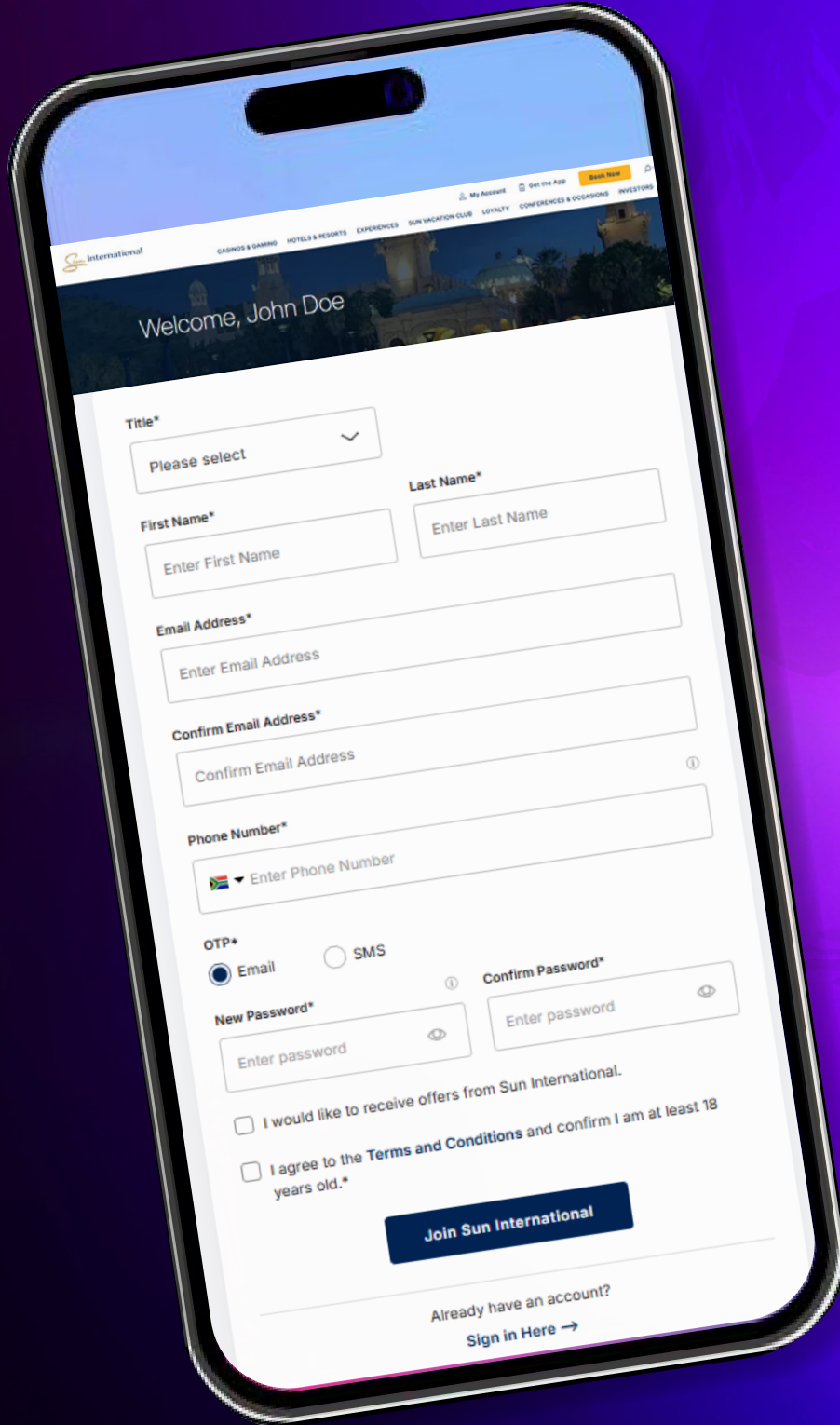


# SVC MEMBER PORTAL GUIDE

## PHASE 2



**Welcome, John Doe**

**Title\***  
Please select

**First Name\***  
Enter First Name

**Last Name\***  
Enter Last Name

**Email Address\***  
Enter Email Address

**Confirm Email Address\***  
Confirm Email Address

**Phone Number\***  
Enter Phone Number

**OTP\***  
☒ Email ☐ SMS

**New Password\***  
Enter password

**Confirm Password\***  
Enter password

☐ I would like to receive offers from Sun International.

☐ I agree to the [Terms and Conditions](#) and confirm I am at least 18 years old.\*

**Join Sun International**

Already have an account?  
[Sign in Here →](#)

# SUN VACATION CLUB MEMBER PORTAL GUIDE - PHASE 2

To make use of the Sun Vacation Club (SVC) Member Portal, you will need to have an active MySun user account detail. If you have previously registered, your user details will still work on the new improved Sun Vacation Club Member Portal.

However, if you have not registered yet, please register with the email address that SVC has on file for you, then follow the below steps:



## Step 1 - Registration Screen (New Registrations)

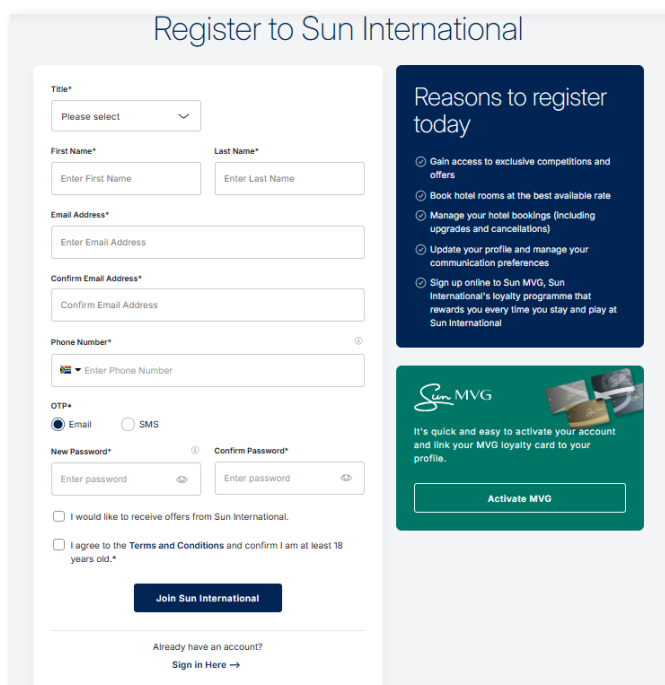
Visit [www.suninternational.com](http://www.suninternational.com) then select the tab that reads **My Sun Sign in** as shown below:

 **MySun Sign in**

If you are registering for the first time, please select the tab **Don't have an account, Register →**

**Don't have an account?**  
**Register →**

Please complete all the fields required and click **Join Sun International**



**Register to Sun International**

**Title\***  
Please select

**First Name\***  
Enter First Name

**Last Name\***  
Enter Last Name

**Email Address\***  
Enter Email Address

**Confirm Email Address\***  
Confirm Email Address

**Phone Number\***  
Enter Phone Number

**OTP\***  
☒ Email  
☐ SMS

**New Password\***  
Enter password

**Confirm Password\***  
Enter password

☐ I would like to receive offers from Sun International.

☐ I agree to the [Terms and Conditions](#) and confirm I am at least 18 years old.\*

**Join Sun International**

Already have an account?  
[Sign In Here →](#)

**Reasons to register today**

- Gain access to exclusive competitions and offers
- Book hotel rooms at the best available rate
- Manage your hotel bookings (including upgrades and cancellations)
- Update your profile and manage your communication preferences
- Sign up online to Sun MVG, Sun International's loyalty programme that rewards you every time you stay and play at Sun International

**Sun MVG**

It's quick and easy to activate your account and link your MVG loyalty card to your profile.

**Activate MVG**

You will receive an OTP to validate the information entered and your registration will be completed.

## Important Notes:

- Please use the email address used when purchasing your contract with Sun Vacation Club.
- Please allow approximately 30 minutes for all our systems to link up to all your information.
- If you used the same email address when registering for Sun MVG or SunBet, you will be able to view all your information using this one MySun Account.



## Step 2: Login Screen (Existing Users)

Visit [www.suninternational.com](http://www.suninternational.com) then select the tab that reads **My Sun Sign** in as shown below:



Use your user account details to login to My Sun Portal

Sign in

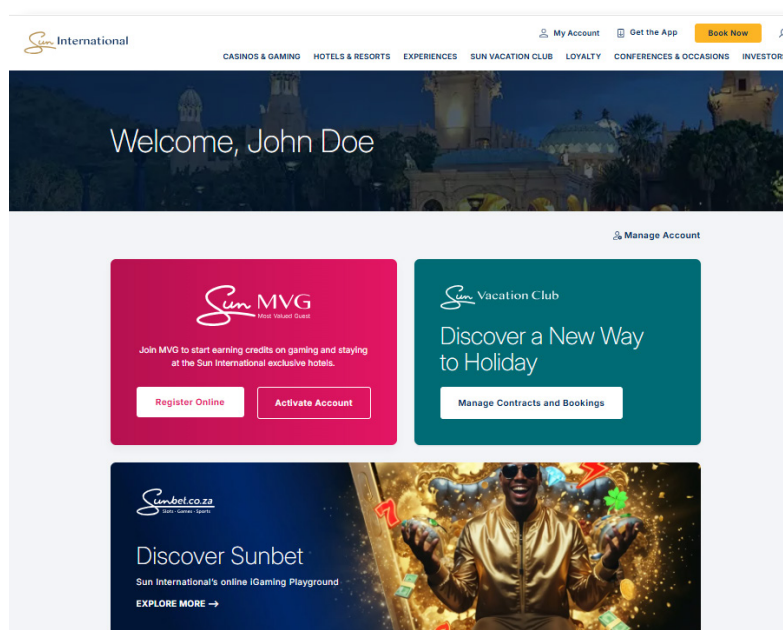
Email Address

Password

☐ Remember Me [Forgot Password?](#)

Don't have an account?  
[Register →](#)

How to know that you were successfully logged in, the screen after the login will appear as shown below:

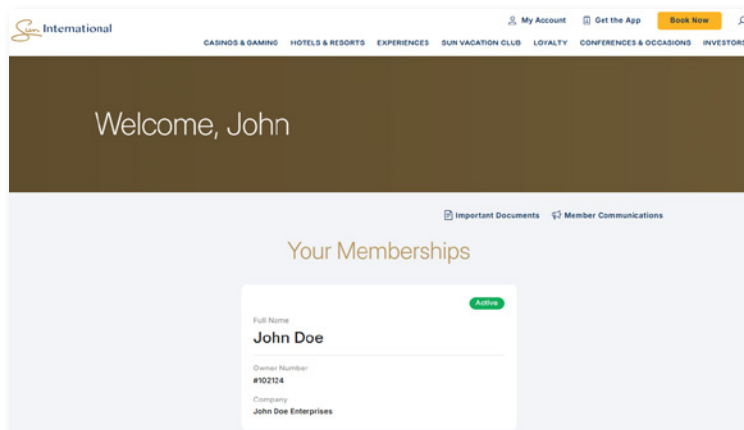


- If you have an active MVG Account and it is linked you will be able to see details of your MVG Account and access it from this log in,
- If your Membership with Sun Vacation Club Linked successfully you will have the option to click on Manage Contracts and Bookings, if the Link has not been done this option will simply read explore more.
- Should you have an Active SunBet membership you will be able to access the details directly from here.

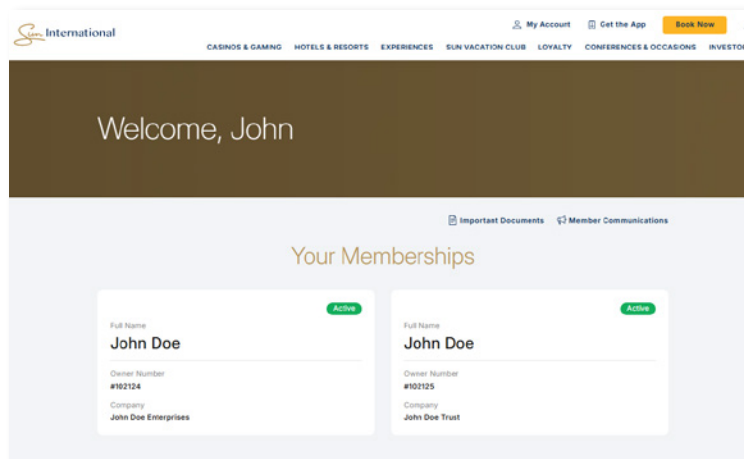
### Step 3: Accessing your SVC Membership Profile

To Access your Sun Vacation Club membership and start transacting please click on Manage Contract and Bookings. The following Screen will appear, showing all your active memberships with Sun Vacation Club.

If you have one membership it will display as shown below:



If you have Multiple Memberships, it will display as shown below:



If your account is not in good standing, your membership will appear as per the below screen indicating that the account is on hold.

**On Hold**

Full Name  
**John Doe**

---

Owner Number  
**#102125**

Company  
**John Doe Trust**

From the above screen you will be able to:

- View important documents such as Levy Rates, Resort Calendar, House Rules
- View all Member Communications sent by Sun Vacation Club
- Select the Membership you wish to transact on. If one of your memberships does not appear please contact us on +27 011 780 7300 or +27 011 780 7811

### ▶ Step 3: Selecting the Membership you wish to transact on.

Once you select the Membership you wish to transact on the following screen will appear:

← BACK
Reservations Manage Profile

## Upcoming Reservations



**Sun Vacation Club, 2 - The Aviary**

29 May 2026 - 01 Jun 2026

Time until reservation  
18 Days

## Your Contracts



Contract #100490 2LUX Flexi Weekend

**The Aviary** 01 May - 30 Apr 2036

Sales Due **R58 500** Levies Due **R5 250**

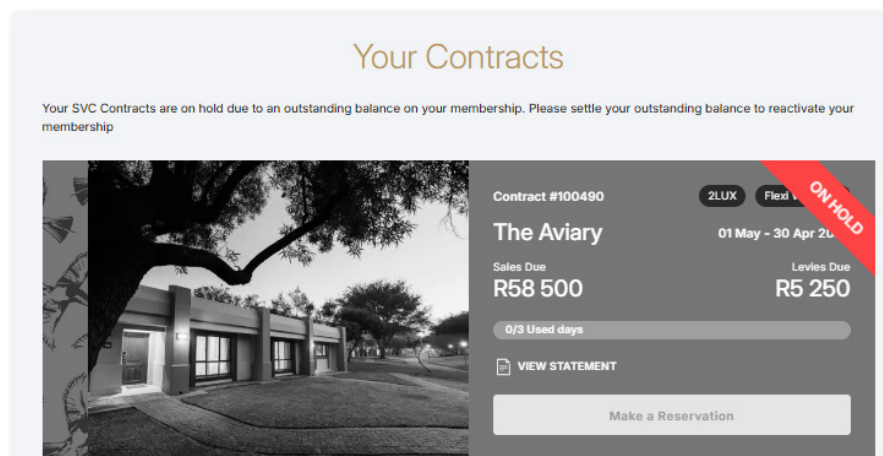
0/0 Used days

[VIEW STATEMENT](#)

Make a Reservation

Should your account not be in good standing, the Contract Card will appear as shown below. This means that you will only be able to view your statement and update your account details.

The Reservation and Space banking Options will not be available during this time.



#### Explaining the Contract Display screen:

- **Upcoming Reservations** - Your Next Booked Reservation
- **Contract #** This refers to the contract number that you are transacting on
- **2LUX** - This refers to the Unit type owned on this contract
- **Flexi Weekend** - This refers to the Module type owned by you
- **The Aviary** - Refers to the Property owned on this contract
- **1 May 2026 – 30 April 2036** - Refers to the Duration of your contract as well as the annual Anniversary Cycle
- **Sales Due** - this shows the due amount on your Sales Invoice to complete the settlement of your timeshare purchase
- **Levies Due** - this shows the due amount on your Levy invoice to complete the settlement of your annual levy balance; this needs to be settled to complete the space banking or deposit with RCI or TRC Process
- **0/3 Used Days** - Refers to how many days have been used vs how many days are owned on this contract
- **View Statement** - This link will allow you to view your Sales and Levy Statement.

When the **View Statement** option is selected, the following screen appears:

← BACK

Sales Statement

Levies Statement



Contract #100490

2LUX Flexi Weekend

The Aviary

01 May - 30 Apr 2036

Sales Due

R58 500

Levies Due

R5 250

0/3 Used days

PRINT

Address

27 Alice Lane  
Sandown  
  
Sandton, Gauteng South Africa,  
2146

Contact Details

Name

John Doe  

Company

John Doe Trust  

Phone

Not Specified  

Mobile

+27832582589  

Fax

Not Specified  

Email

Not Specified

Report Date: 12 May 2026

VAT Number: 123456789

Transactions

| Date        | Reference | Description                              | Debit      | Credit      | Balance    |
|-------------|-----------|------------------------------------------|------------|-------------|------------|
| 12 May 2026 | 5535886   | PHil - Down Payment Sales Invoice        | R76,500.00 | R0.00       | R76,500.00 |
| 12 May 2026 | 5535887   | PHil - Down Payment Sales Price Discount | R0.00      | -R11,475.00 | R65,025.00 |
| 12 May 2026 | 5535888   | PHil - Direct Bank Deposit / EFT         | R0.00      | -R6,525.00  | R58,500.00 |

Page 1 of 1

You can easily navigate between your sales and levy statements using the buttons at the top of the screen:

Sales Statement

Levies Statement

A new addition to the statement screen is the display of the bank details that need to be used when making payments:

Sales: Banking Details

Account Name

SIVC SALES PTY LTD  

Bank Name

Nedbank  

Branch

Electronic Payments  

Branch Code

198765

Please Note!

When processing an EFT payment, the payment may take up to 5 business days to reflect in our bank account and for payment to be allocated to your membership profile.

\* Please pay special attention to this to ensure your payment is correctly applied to your sales or levies account

## Step 4: How to Space Bank Your Usage

To Space Bank (i.e. Deposit) your Module with RCI, please click on **Space Bank with RCI** as shown below:

Your Contracts



Contract #100491    2BED    Flexi Midweek  
**The Reserve**    01 May - 30 Apr 2036  
 Sales Due **R75 816**    Levies Due **R0**  
 0/8 Used days  
 VIEW STATEMENT    **SPACE BANK WITH RCI** (circled)  
 Make a Reservation



Contract #100490    2LUX    Flexi Weekend  
**The Aviary**    01 May - 30 Apr 2036  
 Sales Due **R58 500**    Levies Due **R5 250**  
 3/3 Used days  
 VIEW STATEMENT  
 Make a Reservation

This link will allow you to Space Bank (Deposit your Module with RCI) as shown below:

Space Banking



Contract #100491    2BED    Flexi Midweek  
**The Reserve**    01 May - 30 Apr 2036  
 Sales Due **R75 816**    Levies Due **R0**  
 0/8 Used days

SPACE BANKING RULES View Rules

Total Usage Allocated **8**

Total Usage Remaining **8**

Total Usage Banked **0**

Bank Usage

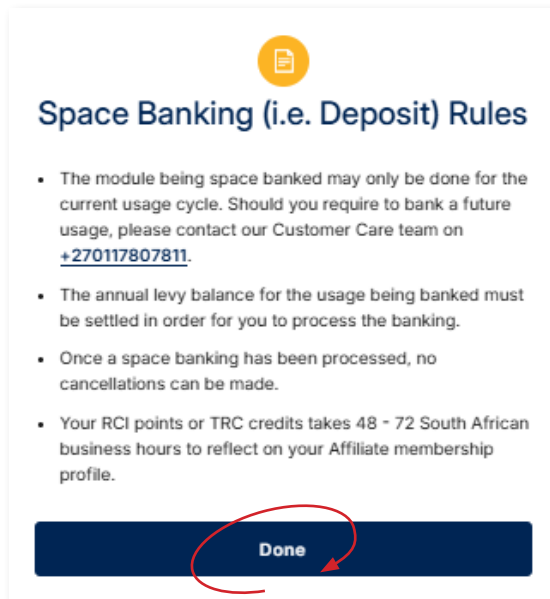
| Year | Usage      | Start Date  | End Date    | Usage Allocation | Usage Remaining | Actions               |
|------|------------|-------------|-------------|------------------|-----------------|-----------------------|
| 2026 | Flexi Week | 01 May 2026 | 01 May 2027 | 4                | 4               | <b>Bank</b> (circled) |
| 2026 | Flexi Week | 01 May 2026 | 01 May 2027 | 4                | 4               | <b>Bank</b> (circled) |

Before selecting the **Bank** tab, please ensure you are on the correct Usage allocation line, especially if multiple modules are owned.

Once the usage is banked it can only be reversed by calling us on +27 011 780 7811.

Banking will only be processed if your Levy Account for the current anniversary is settled in full.

Please take note of the Space Banking Rules by clicking on the **View Rules Tab**:



**Space Banking (i.e. Deposit) Rules**

- The module being space banked may only be done for the current usage cycle. Should you require to bank a future usage, please contact our Customer Care team on [+270117807811](tel:+270117807811).
- The annual levy balance for the usage being banked must be settled in order for you to process the banking.
- Once a space banking has been processed, no cancellations can be made.
- Your RCI points or TRC credits takes 48 - 72 South African business hours to reflect on your Affiliate membership profile.

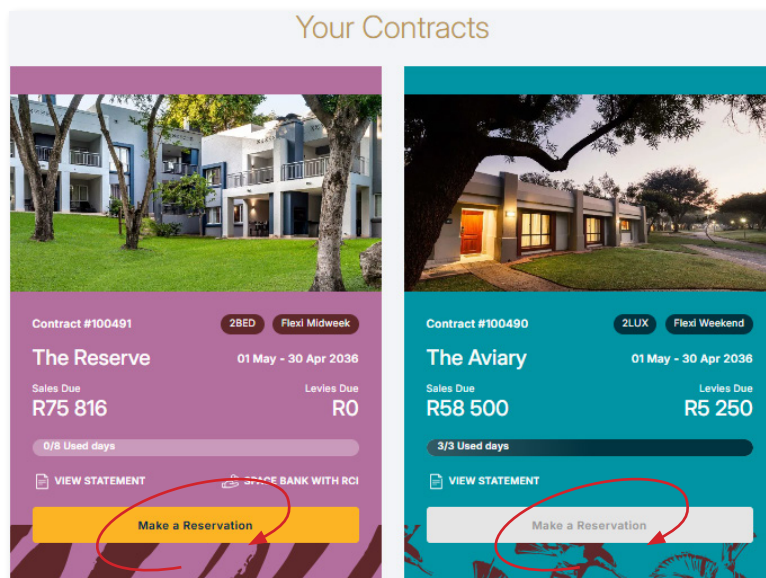
**Done**

To close this display, simply click the **Done** button.

**Important note:** Space bankings for Lefika and Reserve Lion Villas may only be actioned via our contact centre.  
Peak season space bankings may only be actioned via our contact centre.

## Step 5: How to Make a Reservation

To Create a new Reservation please click on **Make a Reservation** Tab at the bottom of the screen as shown below:



**Your Contracts**

| Contract # | Property    | Usage Cycle        | Sales Due | Levies Due | Used Days     | Action             |
|------------|-------------|--------------------|-----------|------------|---------------|--------------------|
| #100491    | The Reserve | 2BED Flexi Midweek | R75 816   | R0         | 0/8 Used days | Make a Reservation |
| #100490    | The Aviary  | 2LUX Flexi Weekend | R58 500   | R5 250     | 3/3 Used days | Make a Reservation |

This link will take you through the process of making a new reservation

[← BACK](#)

## Reservation



Contract #100491

**The Reserve**

Sales Due  
**R75 816**

Levies Due  
**R0**

0/8 Used days

2BED Flexi Midweek

01 May - 30 Apr 2036

Check-in Date\*

Check-out Date\*

Unit Type\*

Adults\*

Children\*

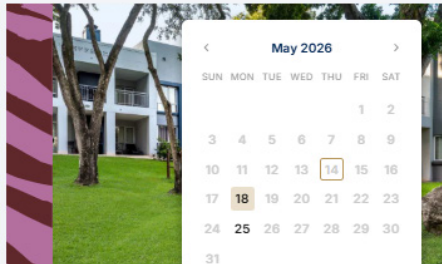
[Book](#)

All that is required is for you to insert the check in date, as well as the checkout date, the number of adults and children who will be occupying your reservation. All other information on the booking is taken from the contract being transacted on.

When selecting a date, we have designed an interactive calendar that will show you bookable dates that you can book based on what modules you own on the contract being transacted on.

[← BACK](#)

## Reservation



Contract #100491

**The Reserve**

Sales Due  
**R75 816**

Levies Due  
**R0**

0/8 Used days

2BED Flexi Midweek

01 May - 30 Apr 2036

May 2026

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     | 1   | 2   |
| 3   | 4   | 5   | 6   | 7   | 8   | 9   |
| 10  | 11  | 12  | 13  | 14  | 15  | 16  |
| 17  | 18  | 19  | 20  | 21  | 22  | 23  |
| 24  | 25  | 26  | 27  | 28  | 29  | 30  |
| 31  |     |     |     |     |     |     |

0 Day(s) Out  
0 Night(s)

[Confirm](#)

Check-out Date\*

Unit Type\*

Adults\*

Children\*

[Book](#)

On the above example, the module owned on the contract is a Flexi weekend and thus this is what the Portal will allow you to book.

The check out date will automatically be selected for you unless you own multiple modules, in that case you can select your departure date.

The Adult and children's fields are governed by the Maximum occupation of the unit as defined in the house rules.

i.e. a 2BED unit can accommodate a maximum of 6 people with a maximum of 4 Adults. The portal will not allow the booking of 6 Adults in a 2BED unit.

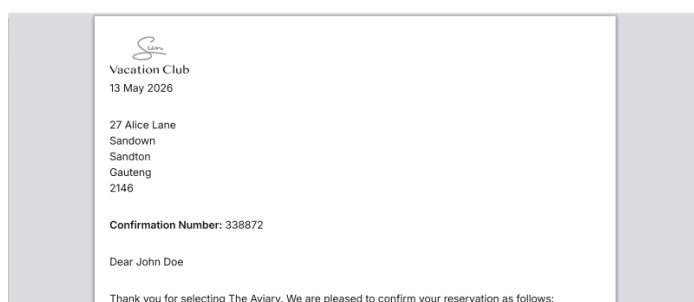
Once the system has reserved the inventory it will ask you to confirm your sections.

The Unit type is automatically selected unless multiple unit types exist on the selected contract, a field called unit type is added to the booking criteria

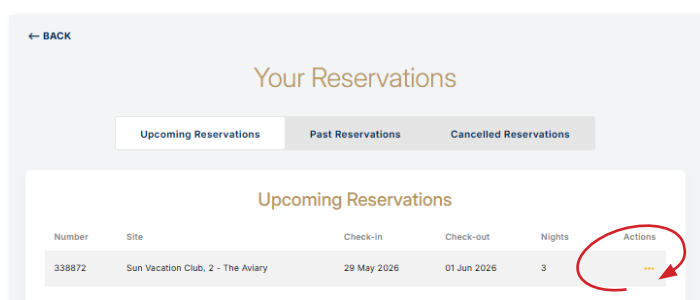
To complete the booking process simply click on **Confirm**, should you wish to change the details, simply select the Back Option.

The Reservation will now be confirmed; you can generate your confirmation letter by clicking on the **print confirmation** button.

The confirmation will appear as shown:



Reservations Tab - This will show you all your past, present and cancelled reservations, please see below:



To cancel your reservation or print the confirmation letter, please click on the Ellipsis (...) button on the righthand side of the Reservation record.

## Step 6: Managing Your Profile:

To update your Address, Contact Details or Email Address please select the **Manage Profile** option at the top of the landing page.

← BACK

Personal Details Account Settings Payment Details

\* Indicates required fields

### General Details

Title\* First Name\*

Mr John

Last Name\* Preferred Name

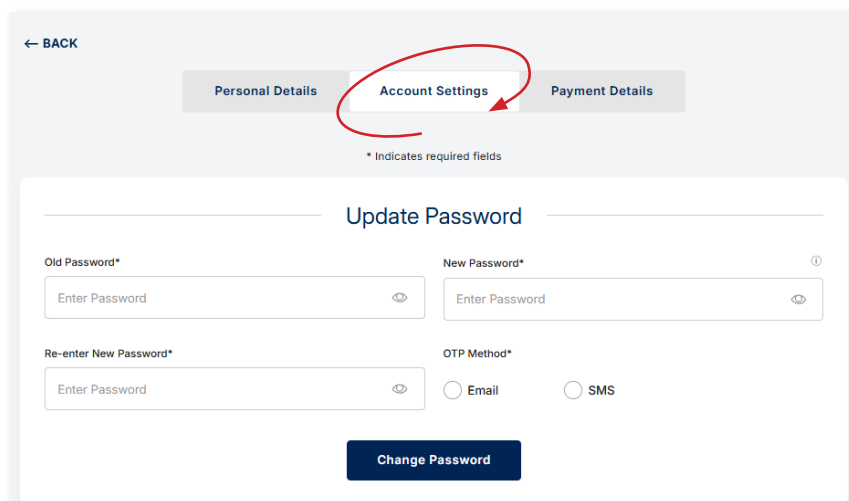
Doe

Passport No Passport Expiry Date

Only the fields not displayed in grey can be edited, update the fields as requested and when you have updated all the required fields, please select update contact details at the bottom of the screen

**Update Contact Details**

Should you wish to change your password please click on **Account Setting** Tab at the top of the screen. When done, please select Change Password, this needs to be confirmed with a One Time Pin.



← BACK

Personal Details **Account Settings** Payment Details

\* Indicates required fields

### Update Password

Old Password\*

New Password\*

Re-enter New Password\*

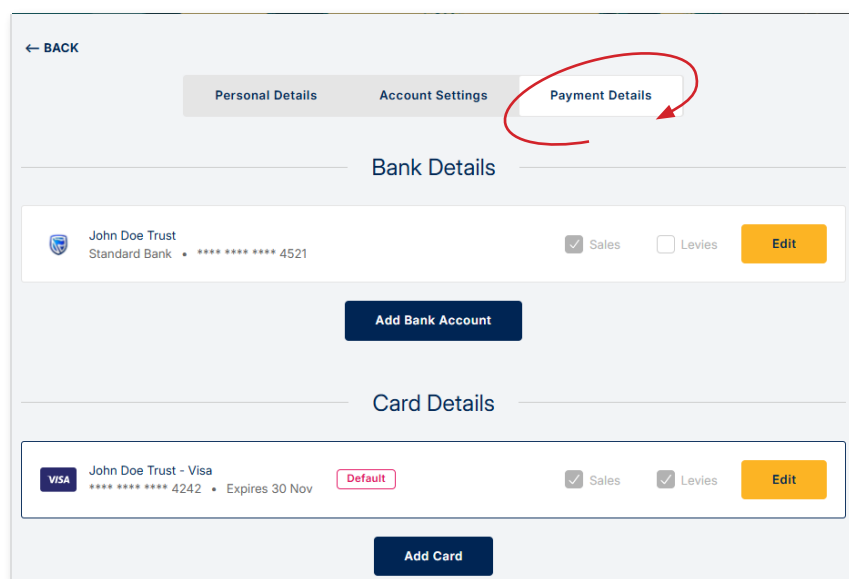
OTP Method\* ☐ Email ☐ SMS

**Change Password**

A new Addition to the Manage Profile section is the ability to add new Bank details to your membership to be used for the Settlement of Levies or Sales Instalments.

To provide us with new Bank details, please select the **Payment Details** Tab at the top of the screen:

**Payment Details**



← BACK

Personal Details Account Settings **Payment Details**

### Bank Details

John Doe Trust  
Standard Bank • \*\*\*\* \* 4521 ☒ Sales ☐ Levies **Edit**

**Add Bank Account**

### Card Details

VISA John Doe Trust - Visa  
\*\*\*\* \* 4242 • Expires 30 Nov **Default** ☒ Sales ☒ Levies **Edit**

**Add Card**

The **Edit Option** will allow you to change what the account is used for as well as setting a default account for Sales or levies.

When clicking on "**Add Bank Account**" the following screen will appear:

### Bank Details

|                                                                                                                                                                                                                                                       |                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <p><b>Account Name*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">John Doe - Checking - 13 May 2026</div>                                                                                                                                | <p><b>Bank Name*</b></p> <div style="border: 1px solid #ccc; padding: 2px; height: 20px;">▼</div>       |
| <p><b>Name on Account*</b></p> <div style="border: 1px solid #ccc; padding: 2px; height: 20px;"></div>                                                                                                                                                | <p><b>Branch Code*</b></p> <div style="border: 1px solid #ccc; padding: 2px; height: 20px;"></div>      |
| <p><b>Account Number*</b></p> <div style="border: 1px solid #ccc; padding: 2px; height: 20px;"></div>                                                                                                                                                 | <p><b>Account Type*</b></p> <div style="border: 1px solid #ccc; padding: 2px;">Checking ▼</div>         |
| <p><b>Financial Role*</b></p> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Sales    <input type="checkbox"/> Levies         </div> <div> <input type="checkbox"/> Set as Default         </div> </div> |                                                                                                         |
| <a href="#" style="color: #000; text-decoration: none;">Cancel</a>                                                                                                                                                                                    | <div style="background-color: #0056b3; color: white; padding: 5px 10px; border-radius: 3px;">Save</div> |

Please complete the above fields and click **save**.

When clicking on "**Add Card**" the following screen will appear:

**Credit Card Number**

**Expiration Date**

May ▼

2026 ▼

**CVV Code**

Cancel

Submit

**Important Disclaimer:** Please note that Sun Vacation Club does not save this information, this is sent to the bank to tokenise the card for use.