

LATEST ADDITION TO THE ROYAL PORTFOLIO



ROYAL SAMUI BEACH CLUB

KOH SAMUI, THAILAND



Royal Samui Beach Club, situated on Big Buddha Beach in Bophut, Koh Samui in the Gulf of Thailand, is the latest addition to the Royal Portfolio. It is quite literally paradise! Sitting on a 4km crescent of white sand and azure waters, the resort itself is designed to maximise serenity, space and privacy. It is nestled amidst lush tropical gardens and landscaped around a stunning double-infinity freshwater pool and cascading Jacuzzi, which both allow a stunning seamless view onto the sea.

If you haven't been to Koh Samui then this really is a must do! Easily accessible by air (there are direct flights from Bangkok, Singapore and Kuala Lumpur) Koh Samui's greatest allure is its relaxed lifestyle. It is Thailand's third largest island, and during the last decade it has become one of Southeast Asia's premier tourist destinations. For those simply looking to relax, there are the soft-sand beaches shaded by towering palms, health spas dedicated to pampering the body with a range of exotic massages, and a variety of intimate bars and restaurants offering fresh succulent seafood. For the action enthusiast there is also plenty to do, with diving and snorkeling,

windsurfing and paragliding all widely available, and in the evening a vibrant nightlife to succumb to.

That is of course if you can drag yourself away from the resort! With a contemporary blend of Moroccan & Asian design, the accommodation at the Royal Samui Beach Club is quite simply stunning, offering 20 spaciouly designed rooms (14 of which are well-appointed villas which slope gently down to the beachfront and 6 suites offering a fresh, contemporary style).

You also have a choice when it comes to wining and dining on-site. Either sit by the pool and enjoy seas views while enjoying the sounds of the waves, or dine in air-conditioned comfort within the Moroccan-inspired décor of Restaurant, Quo Vadis.

Either way, you're guaranteed a feast!

Although the rooms can currently only comfortably accommodate two, refurbishment plans will soon allow an occupancy of four.

Please contact your Royal Exchange office for more information
rex@royalperspective.com.

THIS ISSUE

ALL CHANGE AT ROYAL RESORTS

2007 has been a year of positive change for Royal Resorts. Change we believe for the better. Decisions which we hope will be popular with you, the members.

One of the major things to come out of 2007 is the appointment of a new Chief Executive Officer, Mr. Ivor Clucas. Ivor joins the company after many years as CEO of RCI Africa and Asia Pacific. He has great plans and an inspirational management style, and brings with him a fresh mind and new thinking which is already reflected we believe in a number of the initiatives appearing in the articles you'll be seeing over the next few pages.

Ivor oversees both Royal Resorts which is the Holiday Ownership division of the Group, and Karma Resorts, which is the luxury Real Estate division, and has re-branded the two as the 'Karma Royal Group' which now sit under the one banner.

Among other changes, we are moving ahead with expansion plans and increasing the Royal portfolio. The Customer Service division is seeing some restructure, while In-House Executives across the resorts are becoming more service oriented and being 're-branded'.

In the Resort Management division we have a new Regional Manager in India, Mari Feet. Her brief is to re-look at how the resorts have been running, both to improve services and to see if she can better direct the funds available. Mari was part of a team overseeing the Royal Goan Beach Club at Royal Palms over summer, which was closed for comprehensive refurbishment (the first step in a three year plan to enhance the resorts and attached services).

The changes have already been many, and we are confident that the ones still to come will be equally as popular and productive. We look forward to hearing from you as you see these changes occurring, and that you will continue to have many happy holidays!

Message from the CEO



Dear Royal Resorts Members,

It is a really great honour for me to be able to take this opportunity to introduce myself to you as the new Chief Executive Officer for the Karma Royal Group of Companies.

I have been very fortunate in having worked previously with RCI for over 14 years, most recently as CEO for Asia Pacific. The Holiday Ownership industry is one that I passionately believe in, and I can honestly say that Royal Resorts has an outstanding reputation within this industry.

It is therefore very exciting for me to be able to join the Karma Royal Group at this time to help with the Groups expansion plans. I find there is a lot to be proud of. There are already a great range of resorts and products catering for most markets. We have an extremely loyal member base, and the Senior Management Team and staff are immensely committed.

I believe my experience with RCI has equipped me well to ensure the continuing growth of the group, and more importantly, to developing Royal Resorts' Holiday Ownership portfolio further.

While the Karma Royal Group has a proud history, my brief is to ensure that we keep moving forward. I intend for this to happen by focusing the Senior Management Team on the following:

- more resorts, in more locations;
- more products and greater flexibility (for example Royal Elite incorporating RCI Points – please see the separate article);
- improved standards for resorts and enhanced customer service.

MORE RESORTS, IN MORE LOCATIONS



They say variety is the spice of life, and while Goa remains an undoubted favourite with a great many of you as a holiday destination (and for that matter who could blame you? Great beaches, great food, great value, it really is hard to beat!) the fact is that everyone likes a change every now and then.

Certainly in the near future I hope to be able to report back to you on an expanded range of exciting developments with regard to new locations and new resorts.

MORE PRODUCTS AND GREATER FLEXIBILITY

I think you'd agree that, in life, the only constant is change. More opportunities become available each and every day. New cars, new televisions, new phones are developed. The Holiday Ownership industry is no exception. The old faithful 'weeks concept' remains a fantastic holiday option and is just as popular today as it ever was, but for those requiring a little more flexibility there is no beating Holiday Ownership Points.



Furthermore just as concepts change, so do standards. The world appears to be converging towards a universal definition of luxury. Whilst traditional hotels fulfill a purpose, more and more travellers are looking for something that is a home from home which at the same time, provides the amenities and services associated with top class hotels.

Given my RCI background I am therefore delighted that Royal Resorts can announce the launch of their new luxury product, the 'Royal Elite Club', which is a true collaboration between Royal Resorts and RCI. Royal Elite offers Royal members more luxurious accommodation (we are going to be rolling out Imperial Units across all the resorts); a greater range of services, plus enrollment to the most innovative and flexible holiday exchange programme in the world - RCI Points. RCI Points quite simply offer the widest range of RCI exchange opportunities ever. As a member of RCI Points you can choose where, when and how long to holiday for. You can go for just one night, one week or longer. You can also use RCI Points for flights, car hire, golfing, hotel bookings, cruises, even excursions. You can even save and borrow RCI Points. Provided you have enough points to qualify for a given booking, wherever it may be, the booking will be confirmed.

We hope you will be as excited by this new collaboration as we are. Please see the Royal Elite & RCI Points article elsewhere in this newsletter for more details.

IMPROVED STANDARDS FOR RESORTS AND CUSTOMER SERVICES

They say that mighty oaks from tiny acorns grow, and that is certainly true of the Royal Resorts Group. From a humble 6 apartments in Goa in 1993, the Group has grown in size to over 500 apartments in Goa, Bali and Thailand, with a member base of many thousands. The size



of Royal's operations is substantial, and the popularity of the Royal Resorts means that there is maximum occupancy pretty much year round.

Despite the high occupancies, members have been able to see first hand some major refurbishment programmes over the last few years at the resorts, with the Royal Goan Beach Club at Royal Palms being the latest to receive attention, and being completely closed over the monsoons for extensive work.

The work will continue over the next two years as well. My many years at RCI have allowed me to look at things from a new perspective, so I adopted a slightly different approach to this refurbishment than has been traditionally been employed. I commissioned a Steering Group of Senior Managers from across the Group to work closely together, and by combining the expertise of the Management Company with our Construction and Design team, and consulting with other departments including Customer Services, I believe we have been able to better satisfy the needs of both you, the Members, and the Management Company who are responsible for running the resorts. I think the results speak for themselves (full details can be found later in this newsletter) and I fully intend to retain this model for our future refurbishment programmes.

I am confident that by doing so you will continue to see some refreshing changes across the resorts, and continual improvements over the next years. In fact we are embarking on a three year plan to 'uplift' our Goan properties.

I am also very keen for the services we currently offer to be developed and expanded upon. From the welcome you receive when checking in to a Royal Resort to the service you are given by the Customer Services division (REX), I firmly believe that service is a priority, and I therefore fully intend to make improvements in this area wherever necessary.

We are also looking for new resorts to add to the general Royal Portfolio in new and existing areas, as well as developing new relationships that will result in additional holiday opportunities being available either via internal exchange or as great value bonus weeks. In tandem with more regular e-news updates, as well as more resources on the worldwide web, members should start being able to enjoy even more benefits in the very near future.

In conclusion, I am greatly committed to continuing the growth of the Karma Royal Group and intend to take it to a whole new level. I believe the next three years will be exciting for all of us, with impressive and value adding new products and resorts for our members, expansion of our Group, raising of standards, and bringing new talent into the group to complement the already strong Royal team.

With very best wishes,

Ivor Clucas - CEO, Karma Royal Group

ROYAL PALMS REFURBISHMENT

As members of the Royal Goan Beach Club will know, Royal Palms was closed over Summer for a substantial refurbishment programme. Returning Members will be able to see the work for themselves (see your In-House representative for information), but for those not able to visit, some of the jobs completed (where necessary) included :

- New air-conditioner in the living rooms and bedrooms
- Energy saving key tag
- Modified Kitchen (includes new kitchen wall tiles, new cabinets)
- New floor tiles in living room and bathroom and / or acid washing & re-grouting of existing wall & floor tiles
- New Dual-flush (energy saving) toilets
- Complete re-painting of entire apartment, including damp proof paint for ceilings
- Blinds for living room, bedroom, kitchen and bathroom windows
- New Handles for main door, and new door locks for bathroom & Bedroom doors
- Varnish and paint for all doors and windows
- Matt polishing of furniture in apartment, and new glass tops
- New Sofa Bed
- New Fridges
- New Kitchen Equipment
- New Flat Screen TVs
- New Mattresses and Pillows
- New Linen
- New Upholstery on Dining Chairs and Wicker Arm Chairs



In addition, the restaurant has been moved (please see the article below), the sun terrace area has been extended to allow for more sun loungers, and the exteriors painted white and blue. Other work is ongoing.

Members who have visited already, love the new look, and are all delighted with the direction that refurbishment programmes at the resorts are now taking.

Well done team!



ROYAL PALMS NEW RESTAURANT

As well as the general refurbishment taking place at the Royal Goan Beach Club at Royal Palms, there is a new restaurant opening. The previous restaurant (as many of you will remember) was very confined and limited in space. The new restaurant is adjacent to the resort, and will shortly be ready for returning members to enjoy. As you can see it is already very visually different than anything else currently available in Goa! Members will be able to enjoy fine dining in more open and aesthetically pleasing surroundings (either under cover or in open air) than the previous restaurant at Palms allowed. When next visiting, do let us know what you think!

ROYAL GOAN BEACH CLUB AT PIPKINS

Royal Goan Beach Club can now boast a BEACH CLUB as part of its growing list of member facilities. Royal has taken over Pipkins Lounge and Restaurant, which without doubt is the most up-market 'beach shack' in South Goa.

Located at Cavelossim and close to Haathi Mahal "The Royal Goan Beach Club at Pipkins" is quite simply the coolest place to be. During the day it is a splendid place to relax, enjoy some seafood for which Goa is world famous, plus enjoy the beach and have a swim. Sun worshippers can also catch a few rays while enjoying an exciting range of cocktails (which for many of you will have familiar names such as the "Two for One", "the Upgrade Reload", "Late Exchange" and more!). For visitors to Goa this season, this has got to be a 'must do!' Enjoy!



MORE HOLIDAYS, HOLIDAYS, HOLIDAYS!



Being in the business of holidays and leisure, we're always delighted to hear back from members with stories of the great holidays they've just had, and to see just how many holidays many of you are taking.

From everything you tell us, there is no doubt, that taking holidays with Holiday Ownership really is superior than your average package tour! Here are some of the exciting destinations you've been visiting over the last 12 months:

- Australia • U.S.A • Philippines
- New Zealand • Malaysia • Thailand
- England • Scotland • Wales • Ireland
- South Africa • South America • Caribbean
- Spain • Tenerife

For the months January to September 2007, there have been on average 1,440 holidays booked each month (either with Royal Resorts, RCI or GAP), which means over 12 months if trends continue there will have been over 17,000 holidays satisfied again this year!

This is news we like to hear! As we keep saying, do keep holidaying, and please remember, if you have a holiday experience you'd like to share, send it in along with photos, and you could win US\$100 holiday voucher against your next holiday if your letter is printed in either a newsletter or on the web!



Karma Developments, the group division responsible for the design and construction of the fabulous Karma resorts, goes from strength to strength with a major industry award in 2007.

At the prestigious CNBC International Property Awards held at London's Grosvenor House Hotel in September, Karma received not one but two outstanding prizes:

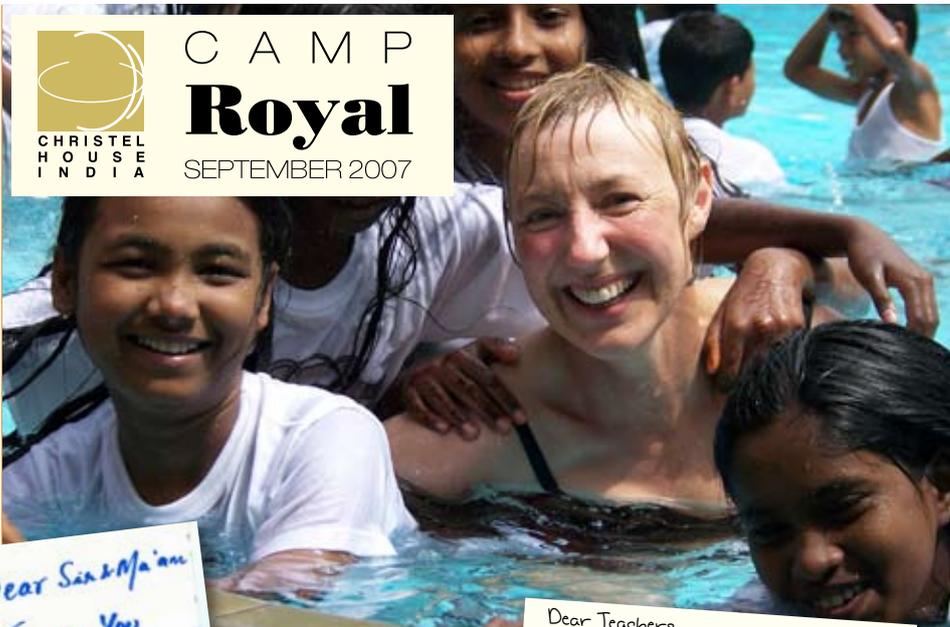
BEST DEVELOPMENT IN ASIA
awarded to Karma Kandara project, Bali

BEST PROPERTY IN ASIA (VILLA)
awarded to the resort residences at Karma Kandara, Bali

This is terrific recognition for which praise should go to Richard Manser and the PMC team for their work on the Kandara property. With 20 residences now completed, the resort is scheduled to open in December of 2007. Situated on a spectacular cliff-top setting with panoramic ocean views, Kandara looks destined to be one of the must-see resorts in the whole of Asia.



CAMP
Royal
SEPTEMBER 2007



Dear Sir & Ma'am
THANK YOU
FOR EVERYTHING
-FROM
CHILDREN OF
CHRISTEL HOUSE
INDIA LEARNING
CENTRE

Royal Members, Tony and Christine Stratford were at Haathi Mahal this September when the children of Christel House came for their annual 'Camp Royal'. Here's

what they and some of the children had to say about the experience.

Occasionally in life an unplanned, spontaneous and quite wonderful moment happens. This was one of these moments. We were unaware that children from Christel House would be visiting Haathi Mahal at the same time as us. But when the opportunity presented itself to join in and help, we had no hesitation in doing so.

Most of the children had never been in water before, so spending time with them in the swimming pool was the best way we could help. We would often be greeted with "Please Sir, Ma'am, I am scared ..."; and after a quick chat and a hug, the child would become a little more adventurous and soon after we'd hear "Please Sir, Ma'am, can you teach me to swim?"

It was a moving experience to be able to share with the children as they became more confident in the water. The initial looks of apprehension turning to smiles and confidence, and then not wanting to get out, were precious!

These are truly such wonderful kids and bonding with them a profoundly moving experience, that we wanted to put them all in our pockets and take them home to New Zealand!

During the few days they were at Haathi Mahal you would frequently get an unprompted friendly wave, a wide eyed smile and a hug from a child, so you immediately knew that the time you had spent with them had become something special for them also.

If only there had been more time to share with each one! This experience was certainly an honour and a privilege for us, and will stay in our memories forever. We hope that in turn the experience will help in some small way with these wonderful children's journey through life.

Tony & Christine Stratford
-Royal Members since 2002

Sharing a Camp Royal 2007 moment at the Royal Goan Beach Club, Haathi Mahal

Dear Teachers,
Though it's a month since we came to Goa, the memory is still fresh. I enjoyed everything in Goa. I thank God for sending us Mr. and Mrs. Stratford who taught us to swim. I am very lucky to have met them. They gave me support and guided me in the water.
Thank you.
Revathi - Grade 5 'B'

Dear Ma'am and Sir (Stratford),
I thank you so much for helping me in the pool. I was so scared jumping into the water. But you took away that fear from me. I am so happy to be your friend. I'll remember you always.
Thanking you,
Rita - Grade 5 'A'



Respected Ma'am and Sir (Stratford),
I was eagerly waiting for Goa trip. The day came when I landed in Goa, I felt very happy. The pool, bench, disco, movie, magic show etc, was very good. I was very eager to play in the pool. You gave me great support and taught me to swim. I enjoyed being with you. I'll remember you in my prayers.
Thanking you.
Meghana - Grade 5 'A'



Did you know? Christel House is a charity in Bangalore, India which gives underprivileged children from nearby slums an education and thereby a chance in life. Royal donations paid for construction of the library at the school, and the annual contributions pay for all the meals the children eat over the year. Every cent donated by Royal Members goes directly to the children, as all of the administrative costs are taken care of in perpetuity by Christel DeHaan, who founded the charity. A big thank you to those of you who do contribute to this very worthwhile charity – these otherwise impoverished children literally survive on your kindness!



A WHOLE WORLD OF HOLIDAY POSSIBILITIES



IMAGINE...

A whole new level of luxury when staying at a Royal Resort...



Complete flexibility when booking your holiday, from as little as 1 day to as many as you need...

More holiday options than ever before, including cruises, excursions, car hire, even a round of golf...

IMAGINE NO MORE...

WELCOME TO ROYAL ELITE.

A WHOLE WORLD OF HOLIDAY POSSIBILITIES

| | |
|---|--|
| Royal Elite Club Home Resorts Reservations | Royal Exchange Network Resorts REXNET |
| RCI Points Resort Exchange | RCI Weeks Resort Exchange |
| Worldwide Partners Network Hotel Reservations | Worldwide Partners Network Cruise Club |

See your In-House Executive for more details, or contact your Royal Exchange servicing office rex@royalperspective.com.



FREE HOLIDAYS UP FOR GRABS!!!

Once again we are pleased to advise that the Free Holiday For Grabs Lucky Draw is available for those members booking over the coming months. To enter you need only book a holiday through Royal Exchange (REX) during the months of November 2007 to the end of January 2008. For the lucky winners of this draw, any booking fees paid will be available for use against future bookings processed through Royal Exchange (REX) before the end of 2008. rex@royalperspective.com.

ROYAL GOAN BEACH CLUB EXTERIOR REPAINTING



Since its early days, The Royal Goan Beach Club has seen a number of colour schemes adorn its exteriors. This year we have decided to give The Royal Goan Beach Club a truly generic look, with all resorts being painted on the exteriors in white and a Mediterranean 'Greek' blue. Comments for resorts where work has already commenced (unfortunately the lingering rains in Goa did delay the painting slightly) have been highly favourable, with members generally feeling that the new feel is clean, crisp and most definitely 'holiday'.

LAST YEAR'S COMPETITION WINNERS



FREE HOLIDAYS UP FOR GRABS 2007

1st Prize

Mr. & Ms. HOCKEY from England

2nd Prize

Mr. & Ms. HERING from Australia

Runners Up

Mr. & Ms. Chapman from Indonesia

Mr. & Ms. Goss from England

Mr. & Ms. Matveeva from Russia

Mr. Kaharudin & Ms. Susilowati from Indonesia

Mr. & Ms. Umanee from England

Mr. & Ms. Stone from England

Mr. Gujral & Ms. Uveroi from Kuwait

Mr. Vandeyar & Ms. Naidoo from South Africa

MANAGEMENT CHARGE FREE PRIZE DRAW 2007

1st Prize

Mr. and Mrs. Ahmed from Dubai, U.A.E.

2nd Prize

Mr. and Mrs. Bray from the Isle of Man

3rd Prize

Mr. and Mrs. Akiba from Japan

Runners Up

Mr. Oswald and Ms. Wheatley from Australia

Mrs. Culver from England

Mr. and Mrs. Osen from the Philippines

Mrs. Topicova from the Czech Republic

ROYAL 'NEWS BITES'



MONTERIO

The Royal Goan Beach Club at Monterio has a new check in day and is no longer a 'Friday to Friday' resort. It has moved to 'Saturday to Saturday', bringing it in line with the other Royal Goan Beach Club Resorts in Goa. If you already have a booking made earlier, Friday to Friday, please contact your Royal Exchange Servicing Office.



HAATHI MAHAL

The new outdoor Restaurant at Haathi Mahal has been christened 'Kashmir'. Diners can enjoy the best of Northern Indian cuisine under the stars.



WATER BABIES

Members who love anything to do with water have a treat in store when they visit Bali, as there is a new dolphin park in the North of the Island, where you can literally swim with the dolphins! Meanwhile those visiting the North of Goa can have a great day out at the water park, which is adjacent to the Royal Goan Beach Club at Monterio.



BEWARE!

If you are contacted by a rogue operator trading under the name of 'Royal Goan Holiday Resort Pvt Ltd' offering you resale or rental facilities, we recommend that you do not respond nor have dealings with this company. We are currently taking both police action and civil proceedings against this company, and the owner is no other than one Mike Hayes who previously traded from Mumbai under the name 'Direct Link', where he was also investigated by the police.



STAFF TRAINING

Staff at Royal Resorts are being groomed, with new training initiatives in the Customer Services divisions, Senior Managers being coached in communication techniques, and In House Executives assuming a more Customer oriented role. The refurbishment at the Royal Goan Beach Club at Royal Palms was the first product of a closer collaboration between divisions, and we're sure throughout the Group, members are going to see a lot of positive changes and improvements.



ROYAL EXPANSION

As well as our latest acquisition in Thailand, the Royal Samui Beach Club, we are also continuing expansion plans elsewhere and have a number of other affiliations under negotiation. These include resorts in Bali, Goa and Cyprus. As these finalise, we will be posting updates and full information on the Royal website www.royalresorts.com.au. Do keep visiting at this very exciting time, for 'hot off the press' updates!



ENERGY SAVING

As part of a number of new initiatives being introduced by the Resort Management division to help reduce running costs at the resorts, is the use of key tags. Initially these will be phased in at Royal Palms and Haathi Mahal.

COMPETITION WIN US\$500

To test your observation skills, we're asking a series of questions about the Royal Resorts. Answer them all right, and you could win US\$500.

1. Which company was Ivor Clucas, the new CEO for the Karma Royal Group, the CEO of, before joining Karma Royal?
2. What charity in Bangalore, India, do Royal Resorts contribute to?
3. What is the name of the new outdoor restaurant at the Royal Goan Beach Club at Haathi Mahal?
4. Which resort in Goa has changed its check in/out day from Friday to Saturday?

Completed entries should be posted, faxed or e-mailed to the following:

Royal Resorts Competition 2008, International Vacation Ownership Ltd, Jl Kartika Plaza Nos 90a & 90b, Tuban, Kuta, Bali 80361, Indonesia. Fax: (62) 361 762215.

E-mail: competition@royalperspective.com

Please remember to include your name, member number and contact details when sending your entry.

Terms & Conditions:

- Only one entry permitted per member.
- In the case of more than one correct entry, the winner will be chosen through a Lucky Draw.
- Only Royal Members whose Management Charge account is current and paid to date at the competition closing date of 14th January 2008 are eligible for competition entry.
- All entries must be received by the closing date of 14th January 2008 to qualify for entry. The competition winner will be announced on Monday 28th January 2008.

THE GREAT REX SUMMER BONUS BONANZA

Enjoy an extra break in exotic Goa next Summer, (during the months of June, July, August and September 2008) at bargain prices!

One Week, One-Bedroom Apartment

Sleeping 4 - Just US\$99!

Two Weeks, One-Bedroom Apartment

Sleeping 4 - Just US\$150!

Please note: All bookings are subject to availability, and must be confirmed before the end of January 2008. A maximum of 2 consecutive weeks can be requested (or two apartments for 2 weeks if you wish to bring a guest - conditions may apply). Management Charges must be paid to date. Monies paid against these offers are non-refundable and a cancelled booking cannot be rebooked at a later date. **For further information on either of the above offers contact Royal Exchange (REX) rex@royalperspective.com.** (As Goa is no longer the seasonal destination it once was, you can now travel from Europe with Jet Airways via Mumbai without having to overnight - contact your local travel agent for details).

MEMBERS' LETTERS

US\$100 VOUCHER WINNERS



If you would like to win a US\$ 100 Holiday Voucher redeemable towards holiday bookings with Royal Exchange, simply send your REX Servicing Office details & photos of your last Great Holiday Entries which make it to print or web will win a voucher. rex@royalperspective.com

OUR WONDERFUL TRIP



My husband & I have visited many places over the years & have slept in tents, on the beach, the best

hotels & even the odd boat. My sister Sue & her husband John often looked on in horror when we talked about our trips, so we were very surprised when they said yes to coming to Goa with us.

My husband Kevin knew that I had already booked into Haathi Mahal which is one of the most beautiful hotels in Goa with staff to die for as you will see from the pictures. Throughout the journey Kevin constantly 'wound up' John; & those who have landed in Mumbai will know what I mean when Kevin said 'here is our accommodation', at this point John looked quite ill & was unusually quiet. Joke over we did go on to Haathi Mahal, & it proved to be the best time ever. If laughter takes years off, we will live forever!

We loved the attention to details, like the floral decoration in the lobby, & the unusual & creative bed decorations which changed daily. For any one that may read this please find out for yourselves & visit paradise before it changes!

Kevin & Jean Hart - England



We have just come back from Tenerife & would like to let you know what we thought of our Holiday Ownership

holiday. We had 2 weeks in the Club Tenerife in Los Christianos which we booked through REX, & we were very pleased with our accommodation indeed. All of the apartments had been up-dated & refurbished, & the pool was heated which was good as it was March & to be able to swim in warm water was great! We not only recommend this resort, we are going back there again in October!

Yours Truly,

Paul & Sylvia King - England



In June 2006 Ron & I became Royal Resort Members. We were travelling to New Zealand the following March to meet up with my sister & brother-in-law, & therefore we were eager to try out our new membership. We contacted REX & with the help of Selvi, a Senior Customer Service Officer in Bali (who I have to say, worked absolutely tirelessly on our behalf), we secured our accommodation ...and what spectacular accommodation it was!

Our resort was the Turangi Leisure Lodge at Turangi on the southern end of Lake Taupo on New Zealand's North Island. To get there, we had to travel from the South Island, & we were simply amazed at the spectacular scenery with mountains, fast flowing rivers & huge lakes.

Once at Turangi, our 2 bedroom apartment was luxurious to say the least with every mod con, & well located within walking distance of the town centre. We were able to easily commute to all the

attractions nearby which included the Tongariro National Park, Lake Taupo & Rotorau. Ron & I went on a 5 hour Eco-Cultural walk with Stan (a New Zealand Maori) around Lake Rotopounamu. During the walk he pointed out different species of trees in the native forest that were once the medicine cupboards & pantries of local tribes. We also gained knowledge of the ancient giant podocarps used for carving & weaponry. We learned about the many colourful native birds & were given an insight into Traditional Maori Culture. New Zealand is absolutely fascinating!

Ron & Greg, who are both keen fishermen, were excited at the chance to do some trout fishing locally & caught some beauties. They went down very well with some of the NZ Marlborough Sound's Sauvignon Blanc (recommended). Beth & I enjoyed a daily spa at the resort while Ron & Greg got very competitive with their daily game of 8 Ball. All in all it was a fantastic experience, & we look forward to many more great holidays. A big thank you to Selvi for her valued help in making our holiday to New Zealand a memorable one.

Ron & Pam Wyatt - South Australia

Dear Rex,

Last February I spent my holiday in Phuket Thailand with my wife and my sons (one 6 year old and the other 8 months old). Now I tell my friends about my unforgettable holiday in on unforgettable island. Why was it unforgettable? There are a lot of reasons we loved our stay in Thailand so much.

First of all we enjoyed a high level of comfort and space at Royal Lighthouse Villas at Boat Lagoon where are two very good restaurants, and a port where we rented a speed boat which enabled us to visit many peaceful islands. We thought Surin beach one of most beautiful beaches in Phuket, the water is crystalline, the fishing is great, the people are kind, and you can hire a traditional Thai boat to take snorkelling around the small islands like Phi Phi Island, Coral Island and Raja Island.

By night Patong becomes the Queen in Phuket; an incredible town where we ate Thai and

international food in very good restaurants like "L'ARTISTA" by Rosco an Italian restaurant (between Patong and Karon) and did a lot of shopping. Our children loved the wild animals and tropical fish at the Phuket Aquarium and Zoo where we spent a whole day. We went home with such a healthy tan; we look like we had been kissed by the sun!

We have recommended Phuket to all of our friends because it was such an unforgettable holiday that will remain forever in our hearts.

Thanks for everything,

Giorgio Pernazza & Raffaella Pelosi - Italy



ROYAL TESTIMONIAL

Dear Ms Selvi,

A few words from Kuala Lumpur to extend our thanks to you for the very good job you did in arranging six weeks of Holiday Ownership accommodation in two countries, i.e. Malaysia & Australia.

It was my intention to write to you before our departure from Canada. It was not to be! I was on the point of cancelling the vacation due to suddenly going down with a very bad cold & cough with other complications. Fortunately, at the last few

days I recovered enough & was permitted to travel. All is well now!

Your efforts in addressing all our queries, concerns & preferences were carried out in a very polite, prompt & professional manner. You are to be commended & we can only say 'thank you'. We leave KL on 26 January for Sydney Australia & will be back hom in Canada on 14 March 2007. Once again, my wife & I thank you.

Yours sincerely,

Dudley & Thelma Abraham - Canada

Selamat Pagi Ms. Selvi,

Thank you again for the information and confirmation on this year's bookings for my guest and myself. You are always so helpful. I'm sending two photos of my holiday at the Royal Bali Beach Club in Candidasa, Bali.

One photo shows my favourite night at the Royal Candidasa, the fantastic dinnershow. I make sure I



see the performance every year and still think the whole evening is so magical and beautiful. The dancers are so exquisite and the whole event becomes a spectacle with the moonlight reflected on the pool and sea as a backdrop.

The chef at the Candidasa Royal is outstanding and this is his night to let everyone taste his great food, and all the staff at the restaurant are always a pleasure to spend the evening with.

The second picture shows my long-time Balinese friends who are like family. I look forward to seeing them every year. This photo was taken



when visiting me at the Royal Candidasa after their ceremony which was held close by the resort. Ketut (in the centre of the picture) made me the most beautiful kebaya (ceremonial lace top worn with a sarong) so I can attend the temple ceremonies while I am in Bali. What a wonderful gift! This is one of the treasures of Bali; the Balinese people. They are truly the highlight of each stay.

Salam Hangat,

Dona Gengler - Hawaii

Dear Made,

We would like to thank you and your staff on a superb two weeks we had at the Royal Bali Beach earlier this month. Karen and I were sorry to leave because we had been treated to the real Royal service that we have been given from the moment we arrived till the time we had to leave.

The Resort and staff are the best we have come across with such friendly and professional service that is given so freely from people who are so keen to cater to our needs. All of the staff were so friendly but we feel that mention should be given to those who stood out because of their consideration.

Firstly Made, Santi and Ria in the restaurant/bar for their unstinting attention and effort, Pudu and Pandi for their interest and abilities in the preparation of our food and Lalek who made sure we were satisfied in all matters within and beyond his control. Kadek and Addy on the reception who were



so quick and polite with smiles that greeted you when ever you came into their presence. I do not know the names of the staff members who tidied and kept our rooms so clean but the standard was very high. Finally we would like to thank Wayan and yourself of your daily interest in our satisfaction with our stay at Jimbaran.

We trust that you will forward this e-mail to you senior managers as we would like them to know of the efforts that you and your staff are making as most letters are only sent as a matter of complaint and not in praise.

We hope to take advantage of your resort and staff again in two years time even when it almost takes a full day to travel from the UK but to benefit from the standard and quality of service it is worth all the cost and effort. Thanks again and we look forward to seeing you all again.

Regards,

Mac & Karen McMahon - England

MANAGEMENT CHARGE FREE PRIZE DRAW

By popular demand, the Management Charge Free Prize Draw is back this year with a repeat of the fantastic prizes offered last year. As usual, entry couldn't be easier. Simply settle your Management Charge payment by 31st December 2007 for your automatic entry into the Draw.

FIRST PRIZE (x1)

3 YEARS of Management Charges PAID FOR YOU (for the years 2009, 2010 and 2011)

PLUS

1 FREE week of BONUS accommodation at a Royal Resort, or a Resort available through REXNET for 2008*

SECOND PRIZE (x1)

2 YEARS of Management Charges PAID FOR YOU (for the years 2009 and 2010)

PLUS

1 FREE week of BONUS accommodation at a Royal Resort, or a Resort available through REXNET for 2008*

THIRD PRIZE (x1)

1 YEAR of Management Charges PAID FOR YOU (for the year 2009)

PLUS

1 FREE week of BONUS accommodation at a Royal Resort, or a Resort available through REXNET for 2008*

RUNNER UP PRIZES (x4)

1 FREE week of BONUS accommodation at a Royal Resort for 2008*

The Draw will take place on Tuesday 8th January 2008, and the names of the lucky Prize Winners will be posted on the Royal Resorts website, www.royalresorts.com.au shortly thereafter.

Please note that in order to qualify for entry into the Draw, **your payment must have been received by the Management Charge Department by 31st December 2007.** Payments received after this date are not eligible for participation in the Draw.

Should you need any help with the making of your payment please contact the Management Charge Department :

E-mail : mcharge@royalperspective.com

Tel : (62) 361 764082

Fax: (62) 361 762128

You may also visit www.royalresorts.com.au to view your Invoice details.

**Please Note: BONUSWEEK prizes are for accommodation only. All Bonus Weeks are for 7 days for a maximum of 4 people, and are subject to availability. None of the prizes have a cash equivalent, and cannot be exchanged for cash.*

ROYAL TESTIMONIAL

I have been a member of Royal Resorts for 3 ½ years, starting off as a standard weeks owner and then converting my membership to points.

During my time as a Royal member, I have really taken advantage of the system and tried out many of the different services they offer; using weeks to exchange to resorts in Tasmania and Victoria, Australia, making a guest booking for friends to stay at Benaulim in India and using my points to stay in Bali last September.

All the staff at Royal Resorts are wonderful and very patient, especially Ms Silvana, who was extremely helpful in booking a holiday in Goa for my friends - despite my repeated change of dates.

Also, in booking my Bali holiday, I confess I emailed quite late to REX for my accommodation, but rather than simply tell me that both Bali resorts were booked out for the dates I was requesting, they found me some lovely accommodation in a GAP resort close to Royal Bali Beach Club Jimbaran Bay and after making this booking for 7 nights, I still had some points left over for use the following year!

I have seen many different timeshare programs but Royal is by far the best value and the best service I have experienced and I would highly recommend the Royalty Gold Points Club to anyone who is considering making the change.

Vanessa Skjonnemand - Australia



Fun Holidays, Fantastic Experiences

It's been 14 eventful years since Royal Resorts affiliated its first property in Goa with RCI. Our partnership has grown and strengthened as Royal Resorts has spread its wings to Indonesia, Australia and Thailand; and RCI has been happy to welcome tens of thousands of Royal members in Asia and India – and many more in Europe and elsewhere.

It's been our pleasure to assist our members from Royal Resorts with more than twelve thousand holidays already booked for travel between 2006 and 2007.

What's particularly heartening is the fact that those of you who have made use of our services have kept coming back. Of course, with over 3,800 affiliated resorts in 101 countries, we are able to provide a choice of holiday experience that no one else can.

So if you have yet to take your first RCI holiday, don't wait any longer. Start planning your dream holiday today! As you know, there are plenty of holiday options available to you: Exchange holiday, Bonus holidays or GetAway Specials, and many more ... You can even use a Guest Certificate to give the gift of an RCI holiday to someone special.

There's a lot more in store in the months to come. As a valued RCI member, you can look forward to greater holiday options at many more hotels and resorts in urban hot spots and other sought after destinations.

With so much holiday excitements coming your way, make sure you keep your RCI Membership up to date.

Adrian Lee
Chief Operating Office – Southeast Asia
On behalf of RCI



▶ Get the most of your RCI Membership

- 1 Deposit early
- 2 Request an exchange early
- 3 Be flexible
- 4 Keep your RCI Membership current
- 5 Be up to date in the payment of your Management charges to Royal Resorts
- 6 Contact RCI if you have any queries



Happy Royal Members sharing their delightful experience with RCI

▶ Louise S Forbs- Malik
Royal Member since 1999
Philippines

Anna Notario Lyn is an ideal Holiday Guide. Her eagerness to help clients is admirable. She has kept me informed of possible deals that she thought will be ideal for someone like me, who could not take too much time off from the office.

I will certainly like to deal with her in my future holiday needs.

▶ Dr Roselmo Z Doval Santos
Royal Member since 1996
Philippines

I am writing to congratulate and commend the excellent service provided by an RCI Guide – Marivic Banuelos. Marivic initiated a call to me, and offered to help me use my newly banked week with RCI. Her assistance was invaluable as she tried her best to book us at Boracay in December. And she found alternatives when there were no more slots. She appeased my apprehension about payments with credit cards and even went out to fax a receipt of payment to me, and write an online confirmation too.

I will tell my co-RCI members for her professional service.

▶ Howe Peng & Wong Fong
Royal Member since 1995
Singapore

We bought our holiday week at Royal Resort in 1995 because of the exchange holiday opportunities offered by Royal and RCI. The advice, recommendations and services we received from the Guides at RCI have ensured that our experience with RCI – and the resorts we have exchanged into has been a very pleasant and enjoyable one.

We have had a great time in just about every resort we have exchanged into. Since we started holidaying in RCI – Sheraton Vistana and Lawrence Walk's Dessert Oasis in Florida, Sheraton Desert Oasis in Arizona, Banff Gate Mountain Resort in Canada and Jimbaran Hills (Bali, Indonesia).

Truly, purchasing with Royal Resort and getting an RCI Membership has been one of the most rewarding decisions we have ever made.