

A freak hail storm hit the North West region of the Pilansberg and surrounding areas around 4:30pm on Saturday, 15 December 2018 causing much damage to buildings and vehicles. Day visitors were immediately evacuated from Sun Central and Sun Welcome Centre which was severely affected by the storm and bused back to their vehicles at main Car Park.

What is the extent of the damage?

We can confirm that the storm and the resultant flash floods caused substantial damage to hotel rooms and public areas including the Sun Convention Center and Sun Central family and entertainment precinct.

The damage to our accommodation facilities was caused by water gushing through windows and doors, with some seeping through concrete slabs into ceiling voids on the lower floors.

As a result, hotel rooms have suffered water damage which will require the replacement of carpets, wallpaper, skirting, painting and electrical wiring to ensure guests' are able to be accommodated.

The conference rooms at Sun Central Convention centre suffered from the hail collecting on the roof. The weight of the ice and melting water forced box gutters to overflow into some ceiling voids causing them to collapse under the volume and weight of rain water.

Will the damage to the Convention Centre conference rooms affect any bookings for conferences in the New Year?

No. We will be working around the clock to ensure that we deliver our promise to our clients, to offer conferencing with a difference. We will share regular updates through our social media platforms and our website.

Should clients have any concerns please contact our Conferencing & Banqueting teams on: +2714 557 1000

Approximately how many rooms were affected and in which hotels?

The estimated breakdown of rooms affected per hotel is as follows:

- Palace - 20 rooms
- Soho - 200 rooms
- Cabanas - 109 rooms
- Cascades - 40 rooms

Vacation Club - 92 units flooded in both phase 2 and 3

Are the hotels open for bookings?

The Palace is operating as per normal.

Soho Hotel, which is the resort's main hotel has suffered the greatest damage to its rooms.

Insurance conducted assessment on Tuesday, 18 December 2018 and indicated that the damage is greater than we had anticipated. As a result, *Soho hotel* will not be taking any **NEW** booking – leisure and travel groups – from 18 December 2018 until 7 January 2019.

As our asset management teams reinstate rooms, we will share this update.

Soho hotel management team is contacting guests already booked during this period and offering them the option to either cancel accommodation or move to a future date.

Cabanas hotel is in full operations and open for new bookings. To make bookings please contact Central Reservations: +27 11 780 7855

Cascades hotel 60 rooms are undergoing maintenance. The hotel management is targeting to have 80% of these rooms back as inventory by next week Monday, 21 December 2018.

Accommodation for new bookings this festive season is only available for check-in Monday 21 and check-out Thursday until 24 December 2018.

Are the resort pools available?

Only *The Palace* Pool is operating. This pool is for the exclusive use of *The Palace* residents.

Currently, no other resort pool is open.

The *Cabanas* and *Cascades hotel* pools remain shut as they were affected by mud slides and will need to be thoroughly cleaned.

Soho pool was initially opened however, further inspection indicates the main pump was flooded. This means the water cannot be cleaned forcing *Soho hotel* management to close the pool.

What happens if you had booked accommodation and already paid?

Please check with central reservation the availability of your accommodation before you travel. Should your accommodation fall under the affected areas, then we are happy to assist you move your booking forward to an alternative suitable date.

If you had booked for a long stay, can you move your arrival date forward?

Unfortunately your arrival date over the next 2 or 3 days cannot be changed to an earlier date due to reduced room inventory.

Will I be refunded if I decide to cancel the trip?

Each case will be dealt on its own merits and on a one-on-one basis. We will gladly reimburse or compensate all who were forced to cancel their accommodation due to the storm damage affecting their stay and room flooding. Please contact Central Reservation with your details so we can assist you further.

Central Reservations: +27 11 780 7855

crobook@suninternational.com

Was any damaged caused to the Golf courses and the Gary Player Country Club?

Both the Gary Player Golf Course (GPGC) and the Lost City Golf Course (LCGC) courses were affected and are currently closed for urgent repairs. The pump house at GPGC was unfortunately flooded, damaging pumps and the main DB boards. The bridge on the fourth hole was washed away and greens have small indentations due to the hail, which should recover in the next few days.

The golf course maintenance teams worked overtime to get them ready for great golfing during the festive season.

The Lost City Golf Course opened to players on Monday, 17 December and the Gary Player Golf Course on Tuesday, 18 December 2018.

For more information please contact,

Gary Player Golf Course: +27 14 557 1245 / 1246 / 3700

The Lost City Golf Course: +27 14 557 1245 / 1246

Can you confirm the monetary cost of the damage?

Due to this unfortunate occurrence happening over the public holiday weekend, we had to wait to assess the full extent of financial costs when the work week resumed. Insurance assessor visited the resort on Tuesday, 18 December 2018. Costs of the damage will be communicated soon as the Asset management team has consolidated.

Have there been any reported injuries?

We can confirm only two people were reported with minor injuries as a result of slipping on the wet floors. They were attended to by the Resorts' medical staff and then transferred to nearby hospitals.

Has the Casino at the main hotel been affected?

No, the Casino was unaffected by the storm and is operating as per normal. Guests are welcome to come enjoy the Sun International Gaming experience.

For guests who managed to secure accommodation or who have stayed, are the hotels serving food?

All hotel restaurants are fully operational. Once again our maintenance teams worked all night to make it possible that hot breakfast could be served to guests in a matter of hours after the flooding.

Are the Resort's entertainment and activity offerings opened?

Yes. We are happy to inform you that the mop-up operations on the night the storm hit and the following day went exceptionally well.

The following areas are safe for public use:

Sun Central is open. Food can be purchased from all outlets and we can confirm that the entertainment precinct will be operating at 100% as soon as possible.

The Valley of Waves opened to the public at 10 am Sunday, 16 December 2018. All food and beverages outlets are open.

For more information on other activities please contact Sun City Resort: +27 14 557 1000

ENDS
