

**CLUB TRAVEL COMMITTED TO CUSTOMER SERVICE AS IT INVESTIGATES ALLEGED MISCONDUCT AT
INDEPENDENT FRANCHISE TRAVEL AGENCY IN HONEYDEW, JOHANNESBURG**

JOHANNESBURG, 24 DECEMBER 2011

Club Travel has learnt of irregularities in the trading of one of its branded independent franchise travel agencies, Wize Up Deals 147 CC, trading as Club Travel Honeydew.

Through alleged misconduct by one or more persons in the independent agency, the finances and travel arrangements of customers of the franchisee operation have been negatively impacted on - this has also resulted in a major financial impact for the franchisor, Club Travel. At this stage Club Travel Head Office is managing the situation with the focus on customers' interests whilst investigating the situation further.

"It is important to note that the agency in question is an independent travel agency that carries the Club Travel brand in terms of a valid franchise agreement. The basis of the franchise agreement is that the shop is not owned by Club Travel but that the individual owner may use the brand conditional to strict criteria. Initial investigations have shown that the alleged misconduct is in contravention of the franchise agreement. The alleged misconduct is isolated to the Honeydew agency and does not pertain to any other Club branded outlet." states Wally Gaynor, CEO of Club Travel.

"Albeit that Club Travel is also a victim of the alleged misconduct of the franchisee, we pride ourselves on our brand promise; therefore without prejudice, and despite not being legally obliged to do so, we are assisting passengers to a limited extent to enable them to complete their travel arrangements at this time of the year.

Club Travel will as far as possible honour valid commitments for travellers departing on and before December 31st. Regarding all affected bookings where departure dates fall outside of this period, we are committed to assisting travellers with alternative travel arrangements at nett cost. Regrettably we cannot reimburse customers, however, we are willing to assist all affected customers in seeking legal recourse against the franchisee." adds Gaynor.

Club Travel customers who have any concerns regarding pending travel or validity of purchases made from Club Travel Honeydew, are welcome to contact Jo Fraser, Club Travel Franchise Director directly on 021- 446-1700, 082 8890773 or jof@clubtravel.co.za

More announcements will follow as and when appropriate.

>ENDS<

Media Statement issued by Willem S Eksteen of Stone on behalf of Club Travel

For any further information, please contact Charmaine van Niekerk, Operations Director Club Travel, on 021-970-7777, 082 5678 133 or charmaine@clubtravel.co.za.

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