



Pangolin Club – Terms & Conditions

1. About the Pangolin Club

The Pangolin Club, managed by Euphoric Leisure (Pty) Ltd, is an exclusive travel membership offering access to a curated collection of premium properties, destinations, and partner benefits.

By becoming a member, you gain access to preferential rates, exclusive perks, and tailored travel experiences.

2. Membership

- Membership is activated once the joining fee and annual membership fee are paid and onboarding is complete.
 - Members must keep their accounts up to date and in good standing to access benefits.
 - Membership benefits are non-transferable and intended for use by the registered member.
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3. Member Benefits & Discounts

Members enjoy a range of discounts on accommodation within the Pangolin Collection:

- 50% off: 7-night stays (self-catering, outside blackout dates)
- 35% off: Last-minute stays (within 5 days, outside blackout dates)
- 30% off: 4-night stays (catered properties, outside blackout dates)
- 20% off: Short stays in self-catering properties (including blackout dates)



- 15% off: Short stays in catered properties (including blackout dates)

All discounts apply to standard (published) rates and do not stack with other promotions.

4. Bookings

- All bookings are subject to availability.
- Members can book via:
 - The Pangolin Collection website
 - The Member Portal
 - Directly through a Member Liaison
- Reservations can typically be made up to 12 months in advance, depending on the property.

Euphoric Leisure reserves the right to amend, move, or cancel bookings if necessary (e.g. property issues), in which case suitable alternatives will be offered where possible.

5. Blackout Dates

- Certain peak periods (e.g. Christmas or New Year) are classified as blackout dates.
 - During these periods:
 - Discount tiers are adjusted (typically 15%–20%)
 - Blackout dates may vary by property and are updated annually.
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6. Partner & Exchange Benefits

Members may access additional travel opportunities through partners such as The Registry Collection™ (TRC), offering global luxury travel options at preferential rates.

All partner bookings remain subject to availability and partner terms.

7. Payments, Deposits & Pricing

- A security deposit or damage waiver may apply depending on the property.
 - Members are responsible for reviewing and complying with property-specific rental terms.
 - Failure to meet payment deadlines may result in booking cancellation.
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8. Cancellations & Refunds

- Membership fees (joining and annual) are non-refundable.
 - Membership can be cancelled at any time via written notice.
 - Booking cancellations are subject to individual property rental terms.
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9. Member Responsibilities

Members are expected to:

- Follow all rental terms & estate rules
- Maintain a good track record
- Adhere to the Pangolin Club Code of Conduct

Failure to comply may result in suspension or cancellation of membership benefits.



10. Changes to Benefits & Properties

To maintain quality and value:

- Properties within the Pangolin Collection may change
 - Benefits may be added and offerings may be updated from time to time
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11. Privacy & Data Use

Member information is used solely to:

- Manage memberships
- Facilitate bookings
- Deliver member benefits

Information may be shared with trusted partners where necessary, under strict confidentiality standards.

12. Legal

These terms are governed by the laws of South Africa, and any disputes fall under the jurisdiction of South African courts.



Annexure A: Pangolin Club Code of Conduct

We are committed to fostering a community that upholds the values of respect, integrity, loyalty and compliance to rules. To ensure a harmonious and exceptional experience for all members, we have established the following Code of Conduct:

1. Respect for Fellow Members and Service Providers:
 - a. Treat fellow members and service providers with respect, courtesy, and fairness, regardless of their background, nationality, or beliefs.
 - b. Value diversity and embrace inclusivity within our community.
 - c. Refrain from engaging in discriminatory, offensive, or disrespectful behavior.
2. Integrity in Actions and Communications:
 - a. Act with honesty, transparency, and ethical behavior at all times.
 - b. Maintain confidentiality and respect the privacy of fellow members.
 - c. Avoid engaging in activities that could harm the Pangolin Club's reputation or members' trust.
3. Loyalty to the Pangolin Club:
 - a. Uphold the reputation of the Pangolin Club and act as an ambassador for its values.
 - b. Support and contribute positively to club initiatives, events, and activities.
 - c. Encourage and foster a sense of camaraderie and goodwill among fellow members.
4. Compliance with Rules and Guidelines:
 - a. Familiarize yourself with and adhere to the Pangolin Club's rules, guidelines, and policies.
 - b. Comply with local laws, regulations, and customs when traveling.
 - c. Report any violations or concerns to the appropriate the Pangolin Club's management company.
5. Responsible and Considerate Behavior:
 - a. Be mindful of the impact of your actions on fellow members, staff, and local communities.
 - b. Respect the cultural, social, and environmental norms of the destinations we visit.
 - c. Practice responsible travel behavior, such as minimizing waste and respecting natural resources.
6. Conflict Resolution:
 - a. Resolve conflicts or disagreements in a respectful and constructive manner.
 - b. Seek mediation or assistance when needed.
 - c. Promote a positive and supportive atmosphere within the Pangolin Club.
7. Compliance and Consequences:



- a. Failure to comply with this Code of Conduct may result in disciplinary action, including warnings, suspension, or revocation of the member benefits, as deemed appropriate by the Pangolin Club's management company.
- b. The Pangolin Club's management company reserves the right to take appropriate legal action in cases of severe misconduct or violations of the law.

By adhering to this Code of Conduct, we create an environment that fosters friendship, trust, and unforgettable travel experiences. Let us embrace these values, support one another, and collectively enhance the reputation and essence of the Pangolin Club.

Annexure B: Disciplinary Process for Code of Conduct Violations:

1. Investigation:

- Upon receiving a report of a code of conduct violation, an investigation will be initiated to gather relevant information and evidence.

2. Notice:

- The member who allegedly violated the code of conduct will be provided with a written notice outlining the alleged violation and the specific provisions of the code that were breached.

3. Response:

- The member will be given an opportunity to respond to the allegations and present their side of the story within a specified timeframe.

4. Review:

- The investigating authority or committee will review the evidence, statements, and any other relevant information to assess the validity of the allegations.

5. Disciplinary Action:

- If the violation is substantiated, disciplinary action will be taken, which may include one or more of the following measures:
 - Verbal warning: A verbal warning will be issued, highlighting the violation and providing guidance for future conduct.
 - Written warning: A written warning will be issued, documenting the violation, the consequences of further violations, and expectations for improvement.
 - Suspension: A temporary suspension from membership privileges will be imposed, specifying the duration and conditions for reinstatement.
 - Termination: In severe cases, the member's membership may be terminated, resulting in the loss of all membership benefits and privileges.

6. Appeal:

- The member will have the right to appeal the disciplinary action within a specified timeframe, providing grounds for the appeal and any supporting evidence or arguments.

7. Confidentiality:

- All parties involved in the disciplinary process shall maintain strict confidentiality regarding the details of the investigation and disciplinary proceedings, except as required by law.

8. Amendments:

- The disciplinary process may be amended or updated as deemed necessary by EL. Members will be informed of any changes.