More Events,
More Conferences,
Seamless Rewards
frequentGuest
MEETINGS & EVENTS
Southern Sun
/southernsunhotels
@southernsungrp
@southernsunhotels
southernsun.com

Welcome to frequentGuest Meetings & Events Rewards Programme

Get rewarded whenever you host a conference or event at Southern Sun!

Unlock rewards with frequentGuest Meetings & Events, our exclusive programme for Event Planners who book conferences, weddings, group travel, and special occasions at participating Southern Sun hotels.

Earn SunRands to redeem them for hotel stays, dining, future events and more - the opportunities to save are endless. Membership is free, join today.

Benefits

Earn 2% back in SunRands on qualifying rates and revenue, for a single event, including:

- **Group Bookings:** 10 or more rooms when booked on a Group & Conference rate
- **24-Hour Conference Packages:** minimum of 10 delegates
- **Day Conference Packages:** minimum of 10 delegates
- **Venue Hire, Dining** and more

SunRands Explained

What are SunRands?
SunRands are the reward currency of the frequentGuest Meetings & Events programme.
SunRands can be redeemed at any time — No minimum amount of SunRands is required.
SunRands are valid for 24 months from the date of issue.

Earning SunRands
SunRands will be processed through your frequentGuest Meetings & Events membership after the event has taken place and full payment has been received.

The account is not automatically credited as this is a manual process. To claim SunRands, contact the hotel where the event took place, where approval for the issuing of SunRands will be done with the assistance of the General Manager.

Redeeming SunRands

- Redeeming SunRands is easy! Once your SunRands have been credited to your membership, SunRands can be redeemed by submitting a request online or via email at frequentGuest.meetingsevents@southernsun.com
- SunRands redemptions can only be done by the Authorised Signatory listed on the frequentGuest Meetings & Events application

How Can You Use SunRands?
SunRands can be redeemed for accommodation,venue hire, dining, hotel parking, tourism levies and spa treatments, at Southern Sun participating hotels, spas and venues.

Arabella Hotel, Golf & Spa

Mount Grace Hotel & Spa

Southern Sun Rosebank

Southern Sun Elangeni & Maharani

Arabella Hotel, Golf & Spa

SunSquare Cape Town City Bowl

Participating Hotels, Spas and Venues

frequentGuest MEETINGS & EVENTS

Luxury

- 54 ON BATH
- Arabella HOTEL, GOLF & SPA
- BEVERLY HILLS
- InterContinental JOHANNESBURG O.R.TAMBO AIRPORT
- SANDTON SUN & TOWERS
- MOUNT GRACE HOTEL & SPA

Full Service

- Southern Sun HOTELS
- Southern Sun RESORTS
- SUN SQUARE
- Garden Court

Economy

- stayeasy

Spas

- Arabella SPA
- MOUNT GRACE SPA
- SPA

How to Join

Joining is simple and free for Event Planners registered with Southern Sun:

Step 1: Ensure you are registered as an Event Planner with Southern Sun. If you would like to find out more, please contact us

Step 2: Complete the frequentGuest Meetings & Events application form

Don't miss out— join today and start earning SunRands!

For additional information, please visit www.southernsun.com/fGME

Application Form

Join online or complete the below application form to apply for membership to the frequentGuest Meetings & Events rewards programme.

Company Details

Company Name	
Company Registration No	
VAT No	
Southern Sun Corporate ID	74CON ☐☐☐ *(issued to registered Event Planners)*
Postal Address	
Physical Address	

Authorised Signatory

Name & Surname	
Designation	
Email Address	
Telephone	

I hereby acknowledge that I am the Authorised Signatory for the company.

Name	Signature	Date

Witness Name	Witness Signature	Date

☐ I agree to the Terms and Conditions of the Southern Sun frequentGuest Meetings & Events programme

Please return this application to frequentGuest.meetingsevents@southernsun.com

Terms & Conditions

1. Membership of the frequentGuest Meetings & Events rewards programme (fGME) does not constitute a credit facility with Southern Sun
2. Membership is granted at the sole discretion of Southern Sun
3. Only Event Planners with registered independent trading companies, approved by and registered with Southern Sun, qualify for membership
4. To earn SunRands, Event Planners must:
   - Be an approved fGME member with a registered 74CONXXX Corporate ID
   - Provide their 74CONXXX Corporate ID when booking the event
   - Ensure the event has taken place and full payment has been made
   - Submit their SunRands claim along with their commission claim
5. To redeem SunRands, Event Planners must:
   - Have available SunRands, no minimum is required & can be redeemed at any time
   - Submit a redemption request online or via email to frequentGuest.meetingsevents@southernsun.com
   - Ensure that only the Authorised Signatory listed on the fGME application submits the redemption request
   - Note that SunRands cannot be earned on the SunRands used towards a SunRands redemption
6. 1 SunRand = 1 Rand
7. SunRands are earned at a rate of 2% of total qualifying revenue (including VAT)
8. Qualifying revenue includes accommodation, dining at hotel-owned restaurants and bars, and other hotel-owned services. Third-party services or outsourced suppliers do not qualify for the earning of SunRands
9. SunRands will be credited to the Event Planner's account between two (2) and four (4) weeks after the event is held and fully paid for, as authorised by the Hotel General Manager
10. Travel Agents, Tour Operators, Government Departments, Parastatals, Southern Sun Key & Partner Accounts, Private Companies, NGO's and any other entity that is not an Event Planner does not qualify to join fGME Rewards as this programme is specifically for Event Planners that are registered with Southern Sun
11. SunRands cannot be earned on pre-negotiated/contracted Tour Operator/Series or Sports Group rates
12. SunRands are excluded from promotional offers at select hotels & eligibility should be confirmed at time of booking.
13. Sandton Convention Centre, Paradise Sun, Tete Ferry Sun and SUN1 hotels are excluded from the fGME
14. Services or equipment hire involving outsourced or third-party suppliers do not qualify for the earning or redeeming SunRands
15. SunRands cannot be earned or redeemed on Mega Events as identified at the discretion of Southern Sun
16. SunRands are valid for 24 months from date of issue. SunRands not used by the expiry date, will be forfeited
17. SunRands and fGME membership benefits are non-transferable and may not be assigned to a third party
18. Southern Sun reserves the right to terminate membership or forfeit SunRands in cases of suspected fraud, misuse, or violation of programme terms and conditions
19. SunRands cannot be earned retrospectively for events, prior to fGME membership registration
20. fGME is effective for qualifying bookings made from 1 March 2025
21. Southern Sun reserves the right to amend what is deemed as qualifying revenue for the earning of SunRands without prior notice
22. fGME membership may be cancelled by the Event Planner at any time
23. Event Planners may not use Southern Sun's trademarks without prior written consent from Southern Sun
24. Event Planners shall indemnify Southern Sun against any claims arising from their failure to declare benefits received under the fGME or any breach of applicable laws, regulations, policies, or guidelines
25. fGME is subject to all applicable local laws, rules, regulations, and tax requirements
26. Southern Sun will not be liable for any loss or damage resulting from errors, modifications, suspensions, or cancellations of the fGME
27. Southern Sun reserves the right to modify, suspend, or cancel fGME or its terms at any time, without prior notice
28. Standard Southern Sun terms and conditions apply