



## Chairman's letter

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Dear Fellow Owners,

I am pleased to say that at long last it looks like we are finally getting back to normal. The resort is now fully open and the number of owners and guests visiting the resort is increasing. Everybody on site has been working hard to ensure that the resort is in tip top condition and the feedback from owners has been fantastic!

Whilst occupancy levels have fluctuated over the last few weeks, Chrissy has done his very best to provide a bar service. As the occupancy levels increase, so will the service he offers, and I know he is as keen as us all to get back to normal service. Please do support him when you are onsite.

As you can imagine, this last year has been somewhat hectic with a number of

additional Committee meetings being held, sometimes at very short notice resulting in extra decisions, some of them difficult.

On behalf of the Committee, I would like to recognise the support we have received from owners over the last year as we have received maintenance fees to within 1% of pre pandemic levels. Thank you.

The Concession week scheme that we put in place for owners unable to utilise their weeks due to travel restrictions being in place has been warmly received by the owners with some current vacant weeks being used as concession weeks. Following discussion, the Committee has agreed that the concession weeks will be extended to cover weeks 26 & 27 for 2021 as from 8th July the FCDO no longer advised against all but essential travel to Spain. As you will

appreciate implementing this policy will have a significant effect on our ability to generate additional revenue from renting club owned weeks, therefore unless the current situation changes significantly, we are drawing a line under the concession weeks. As you will be aware, concession weeks can be booked over a 3-year window, and this will not be extended.

To cover potential lower rental income and rising costs, especially utility costs and inflation we have put in place an increase of 5% on maintenance fees for 2022. This will increase the maintenance charge for a two-bedroom apartment from £352 to £370 and a one-bedroom apartment from £310 to £326.

It is worth pointing out that this is the first increase since 2020 and at a time that the current inflation rate in the UK is 3.1%.

Bringing this increase in will help to bolster the sinking fund and stand us in good stead to continue to make improvements at the resort

It has always been the intention of the committee that the resort would be one of continuous improvement, such that any owner visiting will see something different from previous years.

To continue this, the committee will be embarking on a five-year programme of improvements to the resort. Some changes may be subtle but will neither the less be an improvement.

Despite the pandemic, two major changes we have achieved this year are, the upgrade of the furnishings of the lounges in the two-bedroom apartments to match

the one-bedroom apartments, and the Club now has its own website. Many thanks to Lindsay for her work on both the above. Website: [www.clubmaritima.co.uk](http://www.clubmaritima.co.uk)

Owners area passcode: VIPmaritimaowner (please note this is case sensitive).

If any of you are feeling cautious about visiting the resort, it is worth pointing out that at the time of writing this letter, the percentage of cases on the Island are much lower than the UK and it is therefore substantially safer.

Nellie was out for a week in October and commented on how safe she felt. I myself will be at the resort in November for a month including one concession week. I will certainly be glad to get away for part of the winter.

At this point I would like to thank all the staff on site and at Resort Solutions for all the herculean effort they put in during the pandemic, not only keep the resort safe and secure but also making changes and adjustments, sometimes it seemed almost on a daily basis, as Government's policies changed both here and on the Island.

I would also like to thank Nellie and Sue for their support and assistance on the committee over the year.

I will finish by wishing you all a Merry Christmas, that will be (hopefully) substantially better than last year, and a Happy New Year that brings in a position whereby we are living with Covid 19 in a similar way to Flu.

*Barry Clark*  
*Chairman – Maritima Resort management committee.*

## Diamond Club Maritima **AGM**

**The 2022 Annual General Meeting for Diamond Club Maritima will take place on Wednesday 12th October at 2:00pm.**

It will once again take place at the Three Swans Hotel in Market Harborough, Leicestershire. Further information will be forwarded to owners closer to the date.

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# Owners 'Early Bird' Spring Break Offer



**£50 per week off all owners rentals for weeks 16-28 in 2022  
(April- June)**

**Call Resort Solutions for available dates 01858 431160 or  
email [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk)  
quote "Maritima EarlyBird"**

**Subject to availability, new bookings only. Terms and Conditions apply**



# Maritima Resort Update

2021 has continued to be a tough year on the island. As the island's only industry is tourism it has suffered greatly. It does make me happy to say that the island is now returning in leaps and bounds to the island we all love.

Tourism started to return in the summer months and was mainly Spanish and European tourists but from August British tourism started to return and although we are not back to pre-covid figures the island is busy and thriving.

All the members and guests who have returned have all commented how safe they feel on the island. The Covid figures for the Canaries are very low and everyone is very respectful to the covid measures which remain in place.

Due to our fantastic climate we are very much an outdoor living island and even during the winter months it is warm enough to dine outside.

Until 1st November we still had staff on the ERTE (the Spanish equivalent of the furlough scheme) but they have now all returned to work on the resort.

Chris re-opened the bar in August with a reduced service and opening hours, but he takes each week at a time and adjusts the opening hours and service based on the resort occupancy which I am pleased to say has been increasing weekly. He has loved seeing everyone return and is waiting for you all with your favourite tippie.

It has been so lovely seeing many of our members and regular guests returning to the resort and once again enjoying a fabulous holiday at Club Maritima. We hope that coming into 2022 we see many more of our members travel back to Lanzarote.

I am asking the co-operation of all members to PLEASE confirm if you are travelling out to the resort. Please give

your flight details and arrival time. This information is a great help to the onsite staff, especially the housekeeping staff as it helps them plan changeover day much more efficiently. The official check-in time at the resort is 16.00 on arrival day but we always try and accommodate the access to your apartments earlier if possible. The housekeeping department give priority to those apartments they have an arrival time for, to try and have the apartments ready for you and cut down on any waiting time.

Lanzarote and the Canary Islands as a whole have very low Covid cases and all the islands are on Level 1 which is the lowest level. We still have covid restrictions and measures in place which are mandatory and law, but they are mostly common sense. For example having to wear a mask when inside any building, shop, bank, or on public transport etc. Social distancing is law for venues, bars and restaurants and hand sanitising is actively used everywhere.

On the resort we have Covid measures in place to protect yourselves and the staff and to comply with the strict laws and protocols we have to follow on a tourist resort. In the reception only two people are allowed inside the reception area at a time. The maintenance and housekeeping staff can only enter your apartment to clean or carry out a maintenance task once the guests have left the apartment.

The communal areas around the swimming pool and the sun beds are sanitised every morning Monday – Saturday. For a Sunday or for any guests wishing to sanitise the sun beds in-between times there is a sanitation station outside the reception to allow guests to do this themselves. The sun bed cushions are sanitised every time they are handed back and before they are re-issued to other guests.

*Lindsay Arrowsmith – Resort Manager*



## **Two-bedroom lounge refurbishment**

After the success of the one-bedroom apartment lounge refurbishment it was planned to continue the refurbishment in the two-bedroom apartments. Unfortunately, due to the pandemic the planned refurbishment dates in December 2020 was pushed back to June 2021.

The refurbishment actually completed before schedule, and we are really pleased

with the results. The colours chosen are neutral and modern with tones of grey, silver and teal & turquoise.

The sofa beds are very comfortable and pull out into two single beds when needed.

Unfortunately due to the covid restrictions we cannot use the beautiful new scatter cushions on the sofas and sofa beds which really complete the new look.

## **Club Maritima Website**

Earlier in 2021 the Club Maritima website was launched [www.clubmaritima.co.uk](http://www.clubmaritima.co.uk)

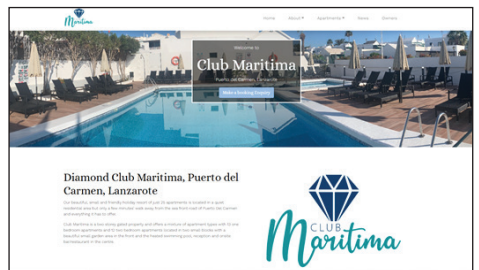
This has been a great addition in helping promote the club and attract new clients who in turn will hopefully become members. As a marketing tool is has created lots of new interest.

There is an owners section on the website which is exclusive to the members and can only be accessed by using the members code VIPmaritimaowner. Please note that this code is case sensitive.

Members can choose to sign up to this section of the website and will receive an email notification every time a new notice

has been posted. It is a very quick and easy way for the club to update members.

If you haven't done so already, please sign up to the owners section or check it regularly for updates.



## Paying your Invoice

On the reverse side of your invoice you will find all of the options available to make your Maintenance Fee payment, including bank transfer, Direct Debit, with a credit or debit card online or by completing the remittance slip and sending in a cheque.

It is essential that you quote your Owner Number as a reference with every transaction made. You will find your Owner Number in the box at the top right-hand corner of your invoice.

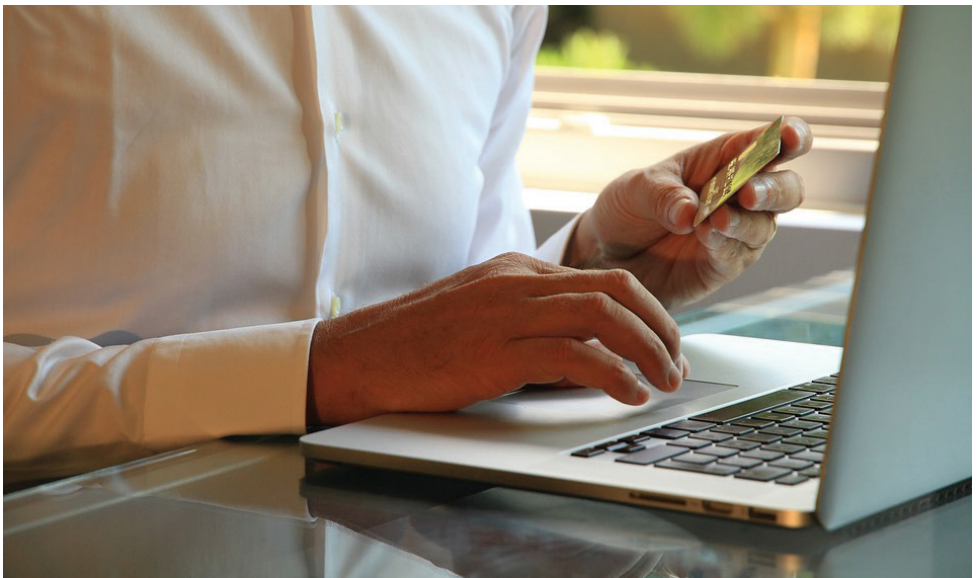
### **Direct Debit**

Don't forget you now have the option to pay your invoice by Direct Debit over 12 months. There is no administration fee if you elect to pay by this method, and you can pay your 2022 invoice over 6 months with the option for 2023 fees (and subsequent years) to be paid over 12 months. Simply return the completed Direct Debit Mandate enclosed with your invoice pack and indicate which direct debit option you wish to opt for.

Once the Direct Debit is in place, you will not need to worry about your Maintenance Fees again. Your completed Mandate will be carried over from one year to the next so there is no need to cancel and renew at the end of each year. You will be notified of your annual Maintenance Fee as usual in December.

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*Don't forget you can also pay your fees at any time, 7 days a week on-line by visiting [www.resort-solutions.co.uk](http://www.resort-solutions.co.uk)*

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*We recommend that when using the online payment facility, Owners check their bank statement before they call RSL with any queries.*



# Your Direct Debit options for annual Maintenance Fees

Resort Solutions Ltd continues to work with your Committee to provide the easiest and most cost-effective methods of payments for Owners.

Don't forget you have the option to make 12 monthly Direct Debit payments for your annual maintenance fees.

This is available to all Owners with a UK bank account.

All new direct debit instructions, in respect of 2022 fees will be taken over 6 months (January to June 2022) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2022 with respect to 2023 maintenance fees.

The 12 monthly plan takes six payments in advance of the due date and then six payments post due date.

The due date for your payment of your 2023 maintenance fee will be 1st January 2023. The programme will start six months prior on 15th July 2022 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2023, which then completes the 12-month payment option.

The first five payments will be based on the 2022 maintenance fees and when the 2023 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2023 fees are taken over the remaining 7 payments.

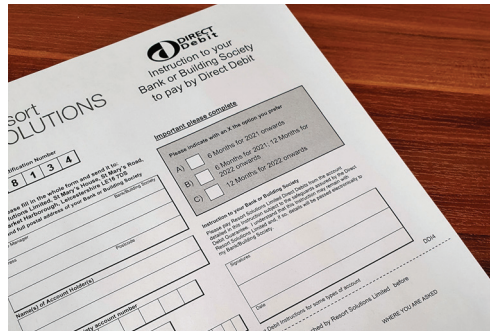
IT'S THAT SIMPLE.

If this sounds like the thing for you then please complete the Direct Debit Mandate enclosed within your invoice pack by ticking the appropriate direct debit box and returning in the envelope provided.

If you need any further information on these options please contact the Customer Services team at RSL on 01858 431160 or email [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk).

It really could not be easier, and you can relax in the knowledge that payments for your annual maintenance fees are being taken in manageable amounts across the year.

*And remember  
there is no charge  
for Direct Debits!*



The image shows a 'Direct Debit Mandate' form from Resort Solutions Ltd. The form is titled 'Instruction to your Bank or Building Society to pay by Direct Debit'. It includes a section for 'Important please complete' with three options: A) 6 Months for 2022 amounts, B) 12 Months for 2022 amounts, and C) 12 Months for 2023 amounts. There are also fields for 'Mandate Number' (8 1 3 1 4), 'Name of Account Holder', 'Address', 'Postcode', 'Telephone', 'Signature', and 'Date'. The form is set against a background of a wooden surface.

*Since the beginning of the COVID-19 pandemic in early 2020, we are sure you will agree, it has been a great struggle and a period of vast uncertainty for everyone.*

The unforeseen and unimaginable circumstances impacted the world around us with your beloved home timeshare resorts and management company thrown into unknown territory. We had all hoped and anticipated that by the end of 2020 we would all be back to 'normal' and we could wave goodbye to the year however, as 2021 approached we were still in the grips of the pandemic and it felt like there was no end in sight. We are now at the latter end of the year and with thanks to the successful vaccination roll out and most travel restrictions being lifted, it feels like we can all get back to pre-covid times as we see the light at the end of the tunnel. Due to the ongoing hard work and efforts of your timeshare resort staff, management teams and owner committees who have kept the cogs turning at your resorts, we hope that you will be able to return to your home resort shortly, if you haven't already done so, and enjoy that much needed holiday with your family and friends.

As we are sure you are aware there has, during the 18 months of 'lockdown', been a substantial increase in contact with timeshare owners from fraudulent operators. They have unfortunately, used the COVID-19 situation to their advantage, offering owners ways of exiting their timeshare or some kind of 'too good to be true' offer. Some owners have sadly parted with large sums of money and have fallen victim to such scams. EUROC and Resort Solutions work alongside the relevant parties involved in protecting timeshare owners



from such activity. It is more important now than ever before that you stay alert to this type of activity and tread with caution at all times should you receive any form of unsolicited contact regarding your timeshare by phone or email. If you wish to discuss your timeshare ownership at any time, please contact Resort Solutions or your resort committee representatives and do not engage with any 3rd party company to be on the safe side.

Owners continued commitment to their timeshare in these unprecedented times has meant that the resorts have been able to continue to be well maintained and are ready and waiting for owners to return. We encourage you to share your positive and happy experiences at your timeshare resorts on social media and on website reviews to support your resort and help sustain it for many, many years to come.

As we look towards the future, we can see a more positive tinge to the end of 2021 and into the New Year. We feel that for everyone, recent times have been somewhat life changing but by the timeshare community pulling together, sharing ideas and resources, and forming new friendships, we have all made it through and can finally get back to doing what we do best, providing amazing holidays and memories for our owners and guests.

We hope 2022 is amazing for you all.

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*Stronger Together!*  
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# Diamond Club Maritima Your Owner Benefits

There are many benefits of being an owner that you cannot see, the guarantee of getting your own familiar apartment in the week you want, meeting up with friends each year and taking away great holiday memories.

Then there are other more tangible owner benefits which you can enjoy when occupying your own apartment and week. These benefits include:

- ***Free sunbed cushions (up to 2 for a 1 bed and up to 4 for a 2 bed)***
- ***Free beach towels (2 towels for a 1 bed and 4 towels for a 2 bed)***
- ***Free Wi-fi***
- ***Free safe hire***

Please note owners will only get these benefits when occupying the apartment and week they own. These owner benefits will not apply when staying on a rental or exchange week.



# BEWARE!

*Fraudsters are continuing to target and exploit owners in a number of ways.*

## **Timeshare Resales**

Fraudsters try to take advantage of timeshare owners who want to sell their timeshare. They pretend to be a company who claim to have a buyer lined up who is ready to pay a good price to buy the timeshare. In return for finding the buyer they ask for an upfront 'introducers' fee or other type of payment. They may also pretend to be the buyer at the same time as the company and use different contact details so the story is believable. In reality the buyer doesn't exist and it's another way to extract money from victims.

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## **Timeshare Exit & Compensation Fraud**

Timeshare owners are frequently approached by businesses purporting to offer services that enable them to relinquish or exit their timeshare contracts. In many cases, offers of 'legal compensation are also mentioned.

For more advice, go to <https://timeshareexitconcerns.co.uk/timeshare-com>

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## **Recovery Fraud**

A number of businesses have been closed down in recent years that have sold consumers membership schemes that claimed they provided discounts and benefits on holidays and timeshare or timeshare related products,



including fraudulent relinquishment and compensation services. Prior victims of these schemes may receive an email, a cold call, a letter or contact from a company on the internet which claims to know that they have been a prior victim of fraud. The company will claim that they are able to recover monies and will offer a service in return for an upfront payment of legal or administrative fees which they

claim will be returned on a no-win no-fee basis. Often, the reality is that they are the same people who were originally involved in selling the victim the bogus products and are looking to extract more money.

Once the upfront fee is sent, the company disappears with even more money.

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## **Bogus or Cloned Law Firms**

Fraudsters impersonate well-known and reputable legal firms claiming to offer services to timeshare owners or prospective buyers. They often clone overseas firms so that due diligence on part of the victim

is more complicated. Before appointing or soliciting the services of a law firm for any timeshare related activity, consult the Timeshare Business Check website to ensure you avoid any cloned firms; <https://timesharebusinesscheck.org/>

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### **Bogus Leisure Credits**

Fraudsters approach victims offering points, credits or vouchers which can be exchanged in return for holidays across a variety of destinations. They are marketed to imply they afford the investor more choice and flexibility and may include other perks such as website or online shopping discounts. In reality the points or credits sold to the victim don't exist. Once the money is sent all communication is severed. Occasionally fraudsters will also claim to offer a timeshare disposal service included within the package to entice those victims with an existing timeshare they wish to sell.

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### **Bogus Timeshare Holiday Bonuses and Upgrades**

Fraudsters contact timeshare owners claiming to represent legitimate timeshare companies. They explain that the owner has been 'awarded' a bonus holiday which they can claim by paying an upfront administration fee. When they arrive on their bonus holiday they are taken to a resort where the owner is persuaded or pressured into upgrading their existing timeshare for an additional fee. They may also believe that they are selling their current timeshare as part of a part-exchange process. In reality the upgrades don't exist and the fraudsters are simply after any additional fees they can extract from the victim.

## **Advice**

- **NEVER RESPOND TO COLD CALLS, EMAILS OR LETTERS**  
*your details have probably been obtained illegally.*
- **Investment Opportunities**  
*Don't be rushed into making an investment. Remember, legitimate organisations will never pressure you into investing on the spot.*
- **Spot the Signs of Recovery Fraud**  
*You're contacted by an agency that knows a lot about the money you lost, but they want a fee first. Genuine agencies never ask for fees to recover money lost to fraudsters.*

## **Seek Advice First**

**Before making significant financial decisions, speak with trusted friends or family members, contact your committee or Resort Solutions, or seek professional independent advice.**

- *If you're looking to sell your timeshare make sure you use a resale company that has signed up to the RDO code of conduct and check that the company is who they say they are and are. You can find a list of RDO members here: <https://rdo.org/members-directory/>*
- *If your circumstances have changed and you are thinking of selling or relinquishing your ownership, you should contact the committee or Resort Solutions for advice and guidance.*



*To find out more about your legal rights and to find out how to avoid scams, go to <https://timeshareexitconcerns.co.uk>*





# Going for GOLD.

7Across have an exclusive offer just for you as an owner with the Club.

Your 7Across membership is the door to travel freedom and with this amazing discount you can now get MORE for LESS!

**Upgrade or renew to Gold Advantage to receive a £15 discount!**

Your **Gold Advantage** will pay for itself with these fantastic benefits:

**Exclusive access** to Exchange Weeks, 21 days before anybody else.

- £10 off all Bonus Week bookings
- 10% off European Resort Rentals
- Up to 50% off Credit Extensions
- Priority request matching



To **UPGRADE** quote  
**UKBE817**  
or use code online



To **RENEW** quote  
**UKBE818**  
or use code online

**Any questions?**

**0345 608 6375**

**[www.7across.com](http://www.7across.com)**

This offer is valid for 7Across active members only. This offer is valid for upgrade and renewal on a 1yr or 3yr Gold Advantage. The offer will expire on the 31st Dec 2021. DAE is now 7Across. Standard pricing 1yr GA £55, 3yr GA £135, renewal 1yr £49, 3yr £125.