



## Chairman's letter

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Dear Fellow Owners,

Following the AGM held on the 14th October, 2021 the committee re-elected me as your Chairman, a position that I take very seriously, and I would like to thank the committee members for their support over the last two years and their ongoing support as we move forward.

Your committee, along with Lindsay Arrowsmith, Resort Manager and her team plus Vicky Du Bois-Sandy and the team at Resort Solutions Limited, have worked extremely hard during the last two years with the prime objective of ensuring that our

Club remains available for the enjoyment of all owners.

We know that value for money is important, and we have tried to hold the maintenance fees as long as possible and have had four years free of an increase. Unfortunately, we are having to revisit costs due to increases in many things out in Lanzarote with electricity costs rising by approximately 25% as one example.

From the 1st January, 2022 the utility fee will be a per apartment weekly fee of 25 euros for a 1 bedroom apartment and 35 euros for a 2 bedroom apartment.

The owner benefits will now be as follows:

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

Owners will receive the above benefits

- When occupying the apartment they own
- When renting additional weeks for themselves
- If an owner gifts an owned week to family/ friends they will be entitled to the benefits
- If an owner does an internal exchange for themselves, or friends/ family.

If an owner rents weeks on behalf of family/ friends they will not be entitled to the owners benefits but will now receive a 10% Family and Friends discount.

Hopefully the above will clear up any confusion as to what an owner can expect.

Maintenance fees will increase by 3.23% which is in line with inflation and as I have mentioned above this will be the first increase in 4 years.

The maintenance fees for 2022 are as follows:

1 bed apartment	£412
2 bed apartment	£470
2 bed 2 bath apartment	£494

At the end of September 2021 a total of 95.74% of maintenance fees invoiced for 2021 had been collected. This is an excellent achievement given what has been another challenging year.

The concession week scheme was put in place for owners unable to utilise their weeks due to travel restrictions being in place and has really been appreciated by owners. Following discussions the Committee has agreed that the scheme will be extended to cover weeks 26 and 27 for 2021 as from the 8th July the FCDO no longer advised against all but essential travel to Spain. As you will appreciate,

implementing this scheme 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.

We have a number of unsold weeks but despite another difficult year, 7 sales have been completed and there are another 4 at the paperwork stage. Please remember that if you refer a friend or family member who purchases a five year membership you are entitled to a payment of £300. Please also remember the flexibility of the part-exchange program which is in place to adapt to owners' changing circumstances. For example, if you own an upstairs apartment and are finding the steps difficult perhaps you might like to consider a permanent exchange to a downstairs apartment, or you might want to downsize from a 2 bedroom apartment to a 1 bedroom apartment. The cost is just £90 per week, based on part exchanging to a like to like season.

Lanzarote is a very safe place and as I write remains on Level 1. Many of our owners that have been lucky enough to holiday on the resort have said they feel safer at Calypso than they do at home. The health and safety of all guests and staff remains paramount to Lindsay, our Resort Manager and in line with guidelines from the Spanish Government and Local Health Authorities she has implemented best practice and strict protocols to minimise the risk of the transmission of Covid 19. Please be assured that the onsite team are there to provide help and assistance where necessary and there is a 24 hour emergency telephone number that you can call if needs be but please use this number wisely and not to ask "what time is it" after having a couple of drinks. You will find

this number by the entrance to the resort and at Reception and I would suggest you add it to your phone so you have it at hand if needed.

I would also like to remind owners that we have our own website [www.clubcalypso.co.uk](http://www.clubcalypso.co.uk)

It is well worth logging on and going to the Owners Section using the password CalypsoVIP2021 (please remember this is case sensitive) as there is so much information which will help you with your travels and keep you up to date with Club news. You will also find this year's annual newsletter in the owners' section of the website.

As in previous years my letter to you will accompany the invoices for maintenance fees for the coming year and I would urge you to pay them as you normally would so that our resort remains a wonderful place for us all to return to for many years to come. Diamond Club Calypso is collectively owned by us all as owners and without us all paying our maintenance fees there would be no Calypso for us to enjoy.

There is one topic which I would like to draw everyone's attention to as I have received one or two emails and I believe it needs to be addressed. The area between the bar and the swimming pool does not belong to the bar nor does it belong to Diamond Club Calypso – it is Comunidad land. Due to serious leaks around the swimming pool the majority of this area has just been refurbished at significant cost to the Club and the owners of the private apartments.

The tables and chairs that were in this area belong to the bar not the Comunidad and have been removed to help us comply with Covid regulations and Health and Safety regulations. There has been a suggestion that this action has been taken due to an ongoing feud between your Committee, the Resort Manager and her staff, the Management Team in the UK and Michael Gates. As Chairman of your Committee I can tell you that there is no such thing, we are a new Committee and we believe in looking forward and not backwards. There are still tables and chairs located on what is known as the top terrace just outside the bar so you can enjoy a drink outside. I hope that this clears this matter up.

All that is left for me to say is that I would like to thank all owners for their continued support, all members of staff at Calypso for keeping our resort looking so beautiful, enjoyable and up to RCI Gold Crown targets and all members of staff at Resort Solutions Limited for the work they do in the UK, you have all been amazing.

Your Committee, Mandy, Anne, Gregg, Geoff and I would like to wish you a very happy Christmas and a healthy New Year.

*Freda Devonshire  
Committee Chairman*

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## Diamond Club Calypso AGM



**The 2022 Annual General Meeting will take place at the Three Swans Hotel, Market Harborough on Thursday 13th October 2022.**

Further information will be forwarded to all owners closer to the date.

# Calypso Resort Update

*2021 has continued to be a tough year on the island. As the islands 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, mainly Spanish and European tourists but from August the British tourists 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.

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 Calypso. 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 makes it easier for them to plan changeover day. The official check in time at the resort is 16.00 on arrival day but we always try and accommodate for early access if possible. The housekeeping department give priority to the apartments they have an arrival time for, and will try their best to have

those apartments ready to 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 actually mandatory and law but they are mostly common sense, such as 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 area only two people are allowed inside reception at a time. The maintenance and housekeeping staff can only enter your apartment to clean or carry out a maintenance task once you have left the apartment.

We have the responsibility of sanitising all the communal areas appertaining to the apartments like the swimming pool area, pathways, sunbathing areas, children's play park and sun beds.

These areas are sanitised every morning Monday – Saturday. For a Sunday or for any guests wishing to sanitise the sun beds in-between times there are two sanitation stations at each end of the swimming pool 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.

The sun beds have to be socially distanced by law; this unfortunately reduces the availability of the number of sun beds to 75%. We ask for the co-operation from everyone to not reserve sun beds with towels.

*Kind regards  
Lindsay Arrowsmith  
Resort Manager*

## Club Calypso Website

Earlier in 2021 the Club Calypso website was launched [www.clubcalypso.co.uk](http://www.clubcalypso.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 it 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 CalypsoVIP2021. 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 update has been posted. It is a very quick and easy way for the club to keep members updated.

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



## Newly Tiled Area

After the large repair of the swimming pool to repair the leaks, the tiled area at one side of the pool needed to be replaced. Many of these tiles were broken or cracked and as part of the pool repair a large area of it had to be dug up. The new tiles are a light grey non slip ceramic with a wood effect.

The cost to re tile the whole area was €9,500, and was paid by the community of owners appertaining to 60 apartments on site.





# 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 "Calypso Early Bird"**



*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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# 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 owners can enjoy when occupying your own apartment and week or if you gift your owned week for family or friends. You can also enjoy the same benefits when renting an additional week at Calypso for yourself. 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***

Unfortunately if you rent a week on behalf of family and friends you can't pass these owner benefits over to them however, they will receive an additional 10% off rental prices.





# Paying your Invoice

## *Paying your invoice could not be simpler*

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**

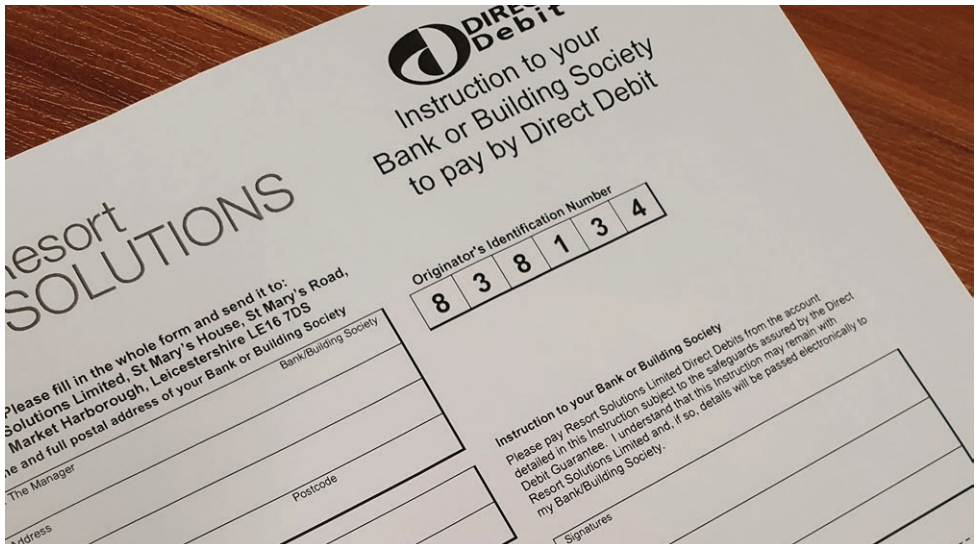
Resort Solutions can assist Owners in paying their Maintenance Fees by spreading their payments by using Direct Debit. There is no administration fee if you elect to pay by this method, and you can pay your 2022 invoice over 8 months commencing January 2022. Simply return the completed Direct Debit

Mandate enclosed with your invoice pack.

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.*



# 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 a Club owner.

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.