



12<sup>th</sup> January 2021

Dear Fellow owner,

Firstly, on behalf of the Committee, Rachel and her team and the team at RSL I would like to wish you all a happy and most importantly a healthy New Year.

It has only been a few weeks since my last letter to you, but much has changed since then!

2021 has not got off to the best of starts, but your Committee and management team remain positive about the future of our Club. The commencement of the vaccination rollout fills us all with hope that we will once again be enjoying Las Calas in the not-too-distant future.

For the immediate future both domestic and international restrictions mean that travel to Lanzarote is not possible. For members who own future date weeks, and may be considering not travelling, I would like to remind you of the options available to you:

**1. Check for cover with your travel insurers**

It may be possible for you to claim your maintenance fees as accommodation costs under the terms of your travel insurance. Individual insurers will have their own policies with respect to whether timeshare maintenance fees are covered or not. Please contact [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk) if you need proof of your accommodation dates.

**2 Bank your weeks with an exchange organisation**

If you are unsure whether you will be able to travel or not, you have the option of banking your week(s) with either RCI (if you are a member of that organisation) or 7 Across (previously Dial an Exchange). Various costs will or may be payable depending upon which organisation you use and the length of time in advance that you bank your weeks. However, in both cases, it will be possible to take your exchange weeks within two to three years of you banking your weeks (subject to the terms of the respective organisation).

Contact details for the respective exchange organisations are as follows:

**RCI**

Website: [www.rci.com](http://www.rci.com)

Telephone: 0345 60 86 380

**7 Across**

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

Telephone: 01756 749966

**3 Request an internal exchange for later in the same maintenance fee year**

Owners are able to request an internal exchange for occupancy later in the same maintenance fee year, subject to the request being made at least 8 weeks in advance of their occupancy date and to there being available inventory into which to exchange.

All internal exchanges are subject to a transaction fee of £70, which applies to each block of weeks you are moving. For example, if you own two weeks in March and you would like to take those weeks in December, the charge would be £70 for arranging the internal exchange. However, if you



wanted to take one week in October and the other week in December, the charge would be £140, as that would represent two separate bookings.

If you would like to enquire about availability for an internal exchange, please contact Resort Solutions on [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk)

You will appreciate that we are all dealing with ever-changing circumstances, and as such we are keeping the situation under constant review. I am pleased to say that we have received lots of positive feedback from members who were unable to occupy their weeks in 2020 and have been offered the €125 credit to be used onsite. As I have previously stated, at this stage we are not able to commit to what concession may be available to members who are unable to occupy their weeks whilst the travel restrictions remain in place for 2021.

There are still a small number of owners and guests onsite who have decided to sit out the lockdown in the sunshine, and who can blame them? We are keeping a tight control on costs, whilst ensuring the resort remains very well maintained by the skeleton staff we have onsite.

Once again, I would like to remind all owners to check the owners' section of the Las Calas website for updates. [www.clublascalas.com](http://www.clublascalas.com)

I would like to thank you all for your continued support and for all playing your part in keeping our resort a safe, beautiful, and enjoyable place for us to return to.

Best regards

A handwritten signature in black ink, appearing to read 'Mike West', with a long horizontal stroke extending to the left.

Mike West

Chairman, On behalf of the Committee