

Dear owner

Firstly, on behalf of the Committee 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 update when I was pleased to write that the FCO had lifted the quarantine restrictions on people travelling back from the Canary Islands, 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 our ownership at Calypso.

For the immediate future both domestic and international restrictions mean that travel to Lanzarote is not possible. Whilst the Government has not given a set end date to the current lockdown, I think it is generally accepted that the situation will not change before the February half term. Accordingly, I can confirm that the Committee has agreed that any owner who is unable to occupy their ownership week(s) from week 01 to week 07 inclusive will receive a week at Calypso, free of charge, to be taken within a 2 year period, in lieu of the week(s) they were unable to occupy. As previously advised, onsite utility fees will still be payable on arrival. Allocation will be subject to availability on a "like for like" basis and will be on the condition that 2021 maintenance fees are paid up to date. Please note that any owner who has successfully claimed against their travel insurance or has banked their ownership with an exchange company will not qualify for this concession.

For owners 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 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

Telephone: 0345 60 86 380

7 Across

Website: 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

You will appreciate that we are all dealing with ever-changing circumstances, and as such we are keeping the situation with regards to concessionary weeks under constant review.

There is 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.

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 as soon as we can.

Best regards

Freda Devonshire

Chairman