



3rd July 2020

Dear Fellow Members,

I find myself writing to again with yet another update, although at least this one contains some good news!

Following the announcement from the Government that the UK border quarantine restriction has been lifted between Spain and the UK, and that the advice from the FCO against all but essential travel has been relaxed, I feel we are now able to see some light at the end of the tunnel.

As you will be aware from my last update the resort re-opened on 2nd July. The health and safety of our members and staff is at the centre of everything we do, so there will be a “new normal” for a while whilst we get to grips with operating within ongoing restrictions and public health guidelines. Initially there will be limited onsite facilities, but I am pleased to confirm that as of the 9th July 361 will be open for business and offering a full service, including Happy Hour from 4pm-6pm daily. Table service will be in operation for all food and drinks, so I am afraid popping to the bar for a pint is off limits for the foreseeable future.

To comply with social distancing, there will be reduced capacity so it will be necessary for you book a table in advance. This is the case with all the restaurants on the island.

As some of you may be aware, Karen Kell has decided that she will be moving back to the UK, so we wish her all the best. We are currently in the process of recruiting for the role of F & B Supervisor. On behalf of the Committee I would like to say a huge thank-you to Karen Kell for all her hard work and support over the years.

The pools will be open, but again there will be social distancing measures in place. There will be sanitising stations situated in the pool areas so you can clean your sunbed before and after use.

Initially the leisure centre, including the mini shop and kids club will not be operation due to on-going local restrictions.

We have created pre-arrival information which is also on the Las Calas website. Please have a look at this. This will be updated regularly as we navigate through this next stage, so please check for updates prior to arrival. We also urge you to make sure you check advice on overseas travel before departure.

Please remember that in line with current guidelines you will need to wear a mask when you are heading out of the resort, or cannot maintain social distancing, so please make sure you bring a supply with you.

As you would expect we have reviewed our cleaning and housekeeping schedules and made extensive changes so we can keep everyone as safe as possible. This will result in the apartments taking longer to clean and therefore for the foreseeable future we will not be able to facilitate early check-on or late check-out. Check-in is from 16:00, check out is by 10:00.

Just to remind you that **all members who are intending to travel must confirm their travel plans with Resort Solutions at the latest 14 days prior to their arrival departure date.** At this stage it is imperative that we know who to expect at the resort so we are completely ready for the numbers of people expecting to travel. This can be done via completion of the holiday planner which can be completed and submitted via the Owner Services section of the Resort Solutions’ website or emailing admin@resort-solutions.co.uk.

Please remember that now the resort is open, if you decide that you will not be travelling to your week(s) the options are still as follows:

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, but in the absence of the above options, it may be worth a try. 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, our advice would be to bank those weeks with either RCI (if you are a member of that organisation) or 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 your 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

Dial an Exchange

Website: www.dialanexchange.com

Telephone: 01756 749966

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

All Las Calas 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. Please be aware availability for the remainder of the year is very limited.

All internal exchanges are subject to an arrangement fee of £70, which applies to each block of weeks you are moving. For example, if you own two weeks in June 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

As and when we have further updates of any significance I will be in touch. If the update is of significant importance, we will email it out to all members, but general updates will only be put on the Las Calas website, so please make sure you check the website regularly for updates.

As a reminder the login details are as follows:

Username: ownerslascalas

Password: charlie bear

PLEASE MAKE A NOTE OF THESE LOGIN DETAILS.

The Committee has issued regular warnings to Members to be ever cautious when receiving unsolicited calls. This warning very much remains in place as on there appears to be an increase in activity.

Finally, advice on travel in general is changing all the time, so please ensure that you check all the relevant Government advice prior to travel. Only yesterday Spain Travel Health announced that from July 1st, 2020, if you fly to Spain from other countries, it is mandatory to fill out and sign the FCS form associated with your trip, regardless of your nationality, age or any other consideration. More information can be found on the Spain Travel Health website: <https://www.spth.gob.es/>

Kindest Regards



Mike West.