



Diamond Club
Calypso

NEWS UPDATE

Diamond Club Calypso

WINTER 2020



www.resort-solutions.co.uk



Chairman's letter

Dear Owner

At the AGM held on the 21st October 2020 I am pleased to say that I was officially re-elected for a further 3 years and the committee also re-elected me as your chairman.

Your committee has been working tirelessly during the pandemic and our prime objective is to ensure that our Club remains available for the enjoyment of all owners. We know that value for money is, more than ever, at the forefront of everyone's minds so I am delighted to confirm that once again we have made the decision not to increase maintenance fees. We have managed the Club's funds carefully over recent years and the healthy sinking fund which we have built up stands us in good stead for the future.

Another positive outcome was the news

from the FCO lifting the quarantine restrictions on people travelling back from the Canaries which in turn ensures that anyone travelling to Calypso should be covered by their insurance. Please also note that the Canarian Government have introduced an insurance policy of their own which will cover tourists in Lanzarote who are unfortunate enough to contract COVID symptoms whilst there. Following on from this I can report that occupancy levels slowly crept up and our owners and guests have commented on how safe they feel on the resort and how lovely it is all looking so a big thank you goes out to our onsite team.

Your committee know that many of you lost the use of your owned weeks this year due to Covid19 and all its restrictions. We have given much thought to this and have had many discussions on the ever-

changing situation as to how we move forward. We really do appreciate your patience and loyalty and in recognition of this the committee has agreed that any owner who was unable to occupy their ownership week(s) and did not deposit their week(s) with an exchange company or do an internal exchange into a week where restrictions did not apply, 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 whilst the resort was closed or whilst the FCO continues to advise against all but essential travel to Lanzarote. Onsite utility fees will still be payable on arrival. Allocation will be subject to availability and will be on the condition that all maintenance fees are paid up to date. Please note that any owner who has successfully claimed against their travel insurance will not qualify for this concession.

At the time of writing this letter to you, the news has just hit that England will now be on lockdown from 5th November to 2nd December meaning that all but essential travel for residents in England is banned. In line with the above policy, owners affected will also receive an alternative week at Calypso on the same terms as above.

I am confident that we will all be able to take our holidays at Calypso in 2021 but should we face on-going restrictions (either at home or in Lanzarote), the situation with regards to recompense will be reconsidered by the Committee. As you will appreciate, due to the ongoing uncertainty, no commitment can be made for any form of recompense in 2021 at this time. This said, we are committed to recognising the support and loyalty of our owners.

I would now like to draw your attention to the following as it appears there has been some confusion regarding the owner's privileges:

- An owner using their own weeks is entitled to:
A free safe
2 free sunbed cushions and 2 free towels in a 1-bedroom apartment
Up to 4 free sunbed cushions and up to 4 free towels in a 2-bedroom apartment

- An owner renting a week for their own personal use is entitled to:
A free safe
2 free sunbed cushions and 2 free towels in a 1-bedroom apartment
Up to 4 free sunbed cushions and up to 4 free towels in a 2-bedroom apartment
- An owner not using their owned weeks but allowing family and friends to use the weeks is entitled to:
A free safe
2 free sunbed cushions and 2 free towels in a 1-bedroom apartment
Up to 4 free sunbed cushions and up to 4 free towels in a 2-bedroom apartment
ie. the occupants of the apartment are treated as the owner.
- An owner renting additional apartments for family and friends is not entitled to anything ie safe, sunbed cushions and towels will need to be rented from reception, by the guests, if they are required.

I hope this clears the matter up.

As with every other year my letter to you accompanies 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. 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.

All that is left for me to say is that I know its been extremely difficult and frustrating this year for all of us and I would like to thank all owners for their continued support, all members of staff at Calypso for keeping our resort safe, 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.

Your committee, Mandy, Anne, Greg, Geoff and I wish you a very happy Christmas and New Year.

Freda Devonshire
Committee Chairman

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Mandy	ajs2949@googlemail.com
Anne	anne.vickerstaff@ntlworld.com

Calypso Resort **Update**

Kitchens

After the state of alarm on the island was lifted the continuation of the kitchen contract continued. A further eleven kitchen refurbishments were carried out in the period of the resort closure.

They are very different to the previous kitchens and all the electrical appliances have been changed to grey and stainless steel giving them a modern contemporary look.

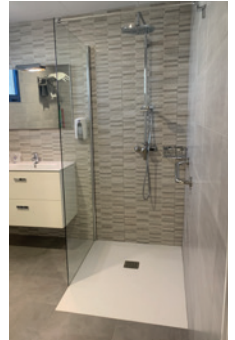


Bathrooms

During this period we also took advantage of the resort closure and went ahead with the planned refurbishment of bathrooms by removing the bath and installing a walk-in shower, making it easier for guests with mobility issues.



They have been retiled, had new ceilings and renewed internal water pipes along with new shower bases, showers and shower screens.



Swimming Pool

A large repair was done on the swimming pool which resulted in an 80m trench being dug out around the pool perimeter and the renewal of the pool piping system and the jets replaced. The piping from the pump room to the pool was also replaced but to do this a trench had to be dug through the tiled area around the pool. The tiles on this area are no longer manufactured so they were replaced with non-slip wood effect tiles in light grey which look fabulous. Due to Covid19 social distancing regulations for the sun beds we will be making use of the tiled area for additional sun beds at that side of the swimming pool.



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.

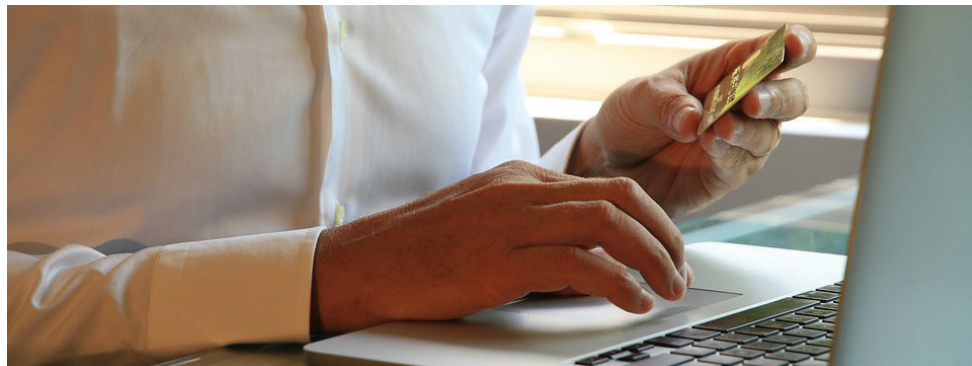
Direct Debit

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 2021 invoice over 8 months commencing January 2021. 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
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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.



News AGM

The date and location for the 2021 Annual General Meeting for Diamond Club Calypso are yet to be finalised.

Further information will be forwarded to all owners once these have been confirmed.

TIMESHARE SCAM WARNING TO ALL TIMESHARE OWNERS

Over recent months and in light of the COVID-19 situation, there has been a significant increase of fraudulent activity and unsolicited contact taking place. Timeshare owners are being targeted with nuisance calls and emails from rogues who are offering them ways to exit their timeshare or in some cases, offering some form of 'to good to be true reward' offer. Some owners have sadly fallen victim to such scams and have innocently parted with large sums of money and received nothing in return.

All timeshare owners are being advised to exercise extreme caution and due diligence if you receive any form of unsolicited contact from any company contacting you regarding your timeshare.

If you are contacted, please be very cautious if they:

- old-called you and initiated contact by email, phone or text – this will likely be a case of data theft.*
- State that your club/resort, an exchange company or a European listing of timeshare owners provided your telephone number and/or have asked them to reach out to you. This will not be the case.*
- Promise you a large cash reward or invite you to a sales presentation that is not at your Home Owner Club*
- Claim to already have a buyer for your timeshare.*
- Tell you not to speak to your club or resort at all and to deal only with them.*
- Promise to pay an unusually high price for your timeshare.*



- Ask you to pay an upfront fee for legal, registration or administrative purposes in order to sell your timeshare. This is now illegal.*
- Pressure you into signing up for a holiday club or discount travel club in return for your timeshare.*
- Are a firm of solicitors asking for an upfront payment to help you obtain a refund of money you paid to a company which has failed to deliver the service it has promised.*

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What to do if you are contacted, are thinking about engaging with the 3rd party or have parted with any money? Primarily, always contact the team at Resort Solutions Ltd or your Committee (admin@resort-solutions.co.uk or 01858 431160)
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In the first instance, it is strongly recommended that you always contact the team at Resort Solutions Ltd to discuss any concerns or questions you have relating to your timeshare before engaging with any 3rd party claims management company and/or solicitor offering you a way to exit your timeshare or offering you some form of reward.

It is advised that any timeshare owner receiving any form of unsolicited contact (such as a cold call, text message or e-mail) from a 3rd party company or solicitor should report this as soon as possible by completing the following online form: <https://timesharebusinesscheck.org/cold-calling-data-theft/>

It is fair to say that 2020 has not been the year we had all planned and hoped for.



We have all found ourselves experiencing very challenging and difficult times with so much uncertainty which has impacted our personal and professional lives in so many different ways.

Like many other businesses and industries; timeshare clubs and resorts across the U.K and the rest of Europe have faced a very difficult year after being forced to close their doors to all owners' and guests due to the COVID-19 pandemic and the travel restrictions that were put in place by governments. All EUROCC member clubs and resorts worked tirelessly throughout this closure period to keep their day to day club operations afloat but most importantly, their main efforts were dedicated towards implementing new policies and procedures to ensure that their staff, owners' and guests safety was their top priority in order to be prepared for the 'new normal' when their clubs' reopened.

Although many areas of the travel and tourism industry have suffered greatly because of the COVID-19 situation, the timeshare sector has proved just how robust it actually is and this has been mainly down to good strategic club and committee management but most of all, it is down to the continued support, loyalty and understanding of timeshare owners who have stood by their clubs' during the unfortunate and unforeseen circumstances they were faced with.

Recently, there has been a substantial increase in the amount of contact made by fraudulent operators who are targeting timeshare owners, by using the COVID-19 situation to their advantage, and offering them 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 works alongside the relevant parties involved in protecting timeshare owners from such activity. It is our advice to you that 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 and do not engage with any 3rd party company to be on the safe side.

There is much still to be done, but EUROCC continues to remain on course to fulfil its aim of being the organisation recognised as the independent and definitive timeshare owners' representative organisation in Europe. The organisation will continue to facilitate and encourage a platform whereby timeshare club and resort representatives can join forces and work together, find solutions to common issues and continuously explore ways to encourage and enhance owner engagement and their timeshare experiences.

Looking forward to 2021, the outlook for timeshare is hopefully a positive one given that 'self-catering holidays' and 'staycations' are the new holiday trend and will be in very high demand for some time to come. There has never been a better or more important time to continue with your timeshare ownership and offering your ongoing support to your club. But most important of all, is you as owners' securing your future holidays and getting back to spending quality time and making memories with your family and friends at the resorts you have grown to love over the years.

If you choose not to travel to your ownership here is a list of options available to you:

1 *Bank your weeks with an exchange organisation*

If you are unsure whether you will travel or not, you have the option to bank your 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 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



Dial an Exchange

Website: www.dialanexchange.com

Telephone: 01756 749966.



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

Owners are able to request an internal exchange for occupancy into another week 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 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

3 *Place your weeks on the rental program*

You can place your week(s) up for rent with Resort Solutions by requesting, completing and returning a rental agreement. We will do our best to rent it out for you. Contact RSL on admin@resort-solutions.co.uk

4 *Gift it*

You can allow your family or friends to use your weeks. Just let Resort Solutions know prior to travel.

Now more than ever it is essential to ensure you have adequate travel insurance. Individual insurers will have their own policies with respect to timeshare ownership.