



Chairman's letter

Dear Fellow Owner,

At the time of reading this, you should have received the 2020 AGM minutes via email. If you haven't received an email, then please login to the owners' section of the Las Calas website where you will find a copy (www.clublascalas.com)

My report contained in the AGM minutes is very comprehensive, but there are a couple of key points I would like to re-iterate.

Firstly, as with every year, this letter is included with your maintenance fee invoice for the coming year. The principle source of income for Las Calas is from

maintenance fees paid by us all. Amongst many other things, our maintenance fees keep our apartments maintained to a high standard, our gardens and pools a safe and welcoming place to relax, our bar and restaurant well stocked and staffed and our staff well-looked after. Additionally, a proportion of our maintenance fees are set aside to provide for upgrades to the resort facilities and future refurbishments of the apartments. I fully appreciate that for many of us 2020 has been a really terrible year. We have missed out on our holidays in our "home in the sun" and meeting up with friends and our Las Calas family, but please can I ask that you continue to

support our Club by paying your 2021 maintenance fees so we all have Las Calas to look forward to in the future.

I am pleased to confirm that there has been no increase in fees for 2021. The fees are as follows:

1-bedroom apartment: £388
Duplex apartment: £408
Floating apartment: £395
2-bedroom apartment: £474
Penthouse: £527

Throughout the year the Committee has been receiving communication from owners who were unable to use their week(s) at Las Calas due to travel restrictions being in place. A small number of owners have suggested that maintenance fees for 2020 could be refunded. I have already explained in several past communications and my AGM address why this isn't possible. However, the Committee are very sympathetic to owners who have been unable to use their owned weeks this year due to Covid19 and all its restrictions. Much thought has been given to how to recognise owners' on-going loyalty and

support of the Club. We have therefore come to the conclusion that the fairest way forward is for us to recognise all those members who lost a week from week 12 onwards in 2020 and were unable to travel to Las Calas. A credit of €125 per week will be applied to a ClubEcard to be used onsite when those members affected next travel to the resort in 2021. This will be conditional on 2021 maintenance fees being paid.

Anyone who managed to travel this year will not receive a credit and neither will any member who rented out their week and received rental monies for it.

This gesture is made in good faith to address the issues most of us have faced this year.

I hope you will join me in looking forward to 2021 with increased optimism.

Finally, on behalf of the Committee and all the staff at las Calas, thank-you for your on-going support of our wonderful Club.

Mike West
Chairman
On behalf of the Committee.

Club Las Calas **AGM News**



The 2021 Club Las Calas AGM will take place on Saturday 18th September 2021 at the Three Swans Hotel, Market Harborough, Leicestershire.

Mike West is due to retire by rotation and he is willing to stand for re-election for a further five years.

If any owner also wishes to stand for election to the Committee, nominations must be received by the Committee at the Resort Solutions address by Friday 18th June 2021, together with details of the proposer and seconder as required by the Constitution of the Club. Owners are reminded that following the change in the Club Constitution, an owner from any part of the resort can stand for election.

Resort Solutions can be contacted for further information. The formal notice and any additional information will be sent closer to the date.

WE ARE OPEN!

Whatever this year has thrown at us we have all tried to stay positive. We have refurbished Reception which looks absolutely amazing. It is bright, modern, spacious and operationally far more practical. The reception desk has been relocated and is now situated in front of the window overlooking the swimming pool. The Owners that have visited Las Calas have all been extremely complimentary and congratulated Paco and his team. As you can imagine Mario is thrilled as he has waited a long time for this transformation!

The Maintenance team have been busy keeping the Resort in tip-top condition. The team have completed projects that were planned for 2021, such as Calas 1 which was due to be closed in January so that the mains water pipe that runs underneath the apartments could be replaced, but this was brought forward and completed whilst

the resort was closed. The pool in Calas 1 needed to be re-fibre-glassed so that has also been completed. The team have tried to complete as many of the planned disruptive projects as possible to minimise any disruption. Calas 3 had a serious water leak that needed attention and some updates to the Fire and Safety regulations.

Earlier in the year the new design of sunbeds arrived. The design doesn't require the cushions that had become a health and safety risk with guests struggling to carry them around the resort. The cushions are now not available. The feedback on the new sunbeds has been great.

One of the challenges that has been highlighted over the past few years is that our less mobile guests have been finding it hard to get in and out of the swimming pools using the ladders. So, we have increased the number of rungs and heightened the handrails so it is now much



easier to get in and out of the pool.

The leisure centre has been closed due to Covid-19 restrictions, but Mandy has been offering a delivery service for your essential items from the Mini shop. This has been well supported and much appreciated. The gym has remained open by appointment only and is thoroughly sanitised after each use. The leisure centre has also had a small makeover. We have removed the ball park that didn't comply new Health and Safety standards. The flooring and fence have been replaced and we now have a larger area for play time and Charlie Bears Kids Club activities. The whole area is bright and offers a safe and fun play environment. Mandy and the painter have also redecorated.

We have been welcoming owners and guests since July and although the holiday experience is a little different, everyone has enjoyed their stay and has commented on how safe they feel at Las Calas. Some so much so, that we have had lots of people renting additional weeks to extend their stay to enjoy the warm days and extra-long Happy Hours in 361! We have made Las Calas extremely safe for everyone. In line with guidelines from the Spanish Government and local health authorities we have implemented best practice and



strict protocols to minimise the risk of the transmission of COVID-19.

With fewer people on site the F & B department has suffered during this time with reduced revenue, but we have kept 361 open offering a full service and a smile. We have introduced extended Happy Hours and lots of special offers to tempt Owners and guests to use 361. The most popular offer so far has been €1 for a large beer all day! Owners are loving spending time in the terrace area behind 361 under the large sail which was fitted earlier this year. It is the perfect area to enjoy Happy Hour, al fresco dining or just having a mid-morning coffee catching up with your Las Calas family or making new friends. As many of you will be aware, we sadly said goodbye to Karen Kell in August when she returned to the UK to start a new chapter in her life. We thanked her for all her hard work and wished her good luck in the future. Unfortunately, due to the ongoing situation, we were unable to keep Karen's replacement onboard, but Caroline is doing a great job care-taking the team until we are in a position to warrant bringing on board a F & B Supervisor.

I know we are finding life more difficult at this time, but we want to thank everyone that has been able to visit and support us.

As I write this I am looking out at a beautiful blue sky. Mario has just walked past my office door and has his well-known wide smile on his face. We are all so looking forward to seeing you all soon.



Paying your Invoice

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.

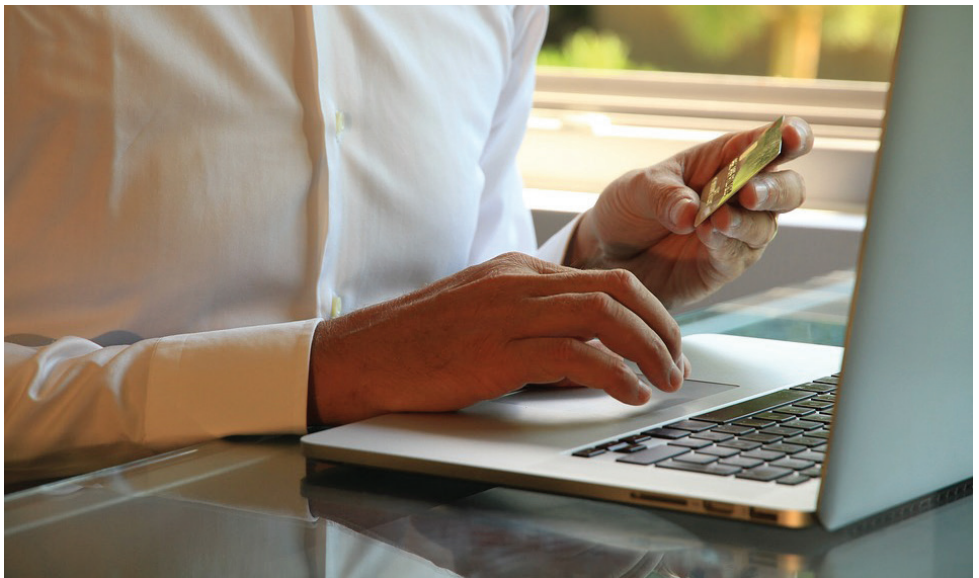
Direct Debit

Don't forget you now have the option to pay your invoice by Direct Debit over 12 months. There is no administration fee if you elect to pay by this method, and you can pay your 2021 invoice over 6 months with the option for 2022 fees (and subsequent years) to be paid over 12 months. Simply return the completed Direct Debit Mandate enclosed with your invoice pack and indicate which direct debit option you wish to opt for.

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.



Your Direct Debit options for annual Maintenance Fees

Resort Solutions Ltd continues to work with your Committee to provide the easiest and most cost-effective methods of payments for Owners.

Don't forget you have the option to make 12 monthly Direct Debit payments for your annual maintenance fees.

This is available to all Owners with a UK bank account.

All new direct debit instructions, in respect of 2021 fees will be taken over 6 months (January to June 2021) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2021 with respect to 2022 maintenance fees.

The 12 monthly plan takes six payments in advance of the due date and then six payments post due date.

The due date for your payment of your 2022 maintenance fee will be 1st January 2022. The programme will start six months prior on 15th July 2021 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2022, which then completes the 12-month payment option.

The first five payments will be based on the 2021 maintenance fees and when the 2022 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2022 fees are taken over the remaining 7 payments.

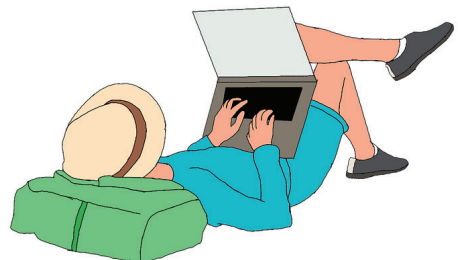
.....
IT'S THAT SIMPLE.
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If this sounds like the thing for you then please complete the Direct Debit Mandate enclosed within your invoice pack by ticking the appropriate direct debit box and returning in the envelope provided.

If you need any further information on these options please contact the Customer Services team at RSL on 01858 431160 or email admin@resort-solutions.co.uk.

It really could not be easier, and you can relax in the knowledge that payments for your annual maintenance fees are being taken in manageable amounts across the year.

*And remember
there is no charge
for Direct Debits!*



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 EUROC 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 EUROC 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.

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:

- *Cold-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/>

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.