



Chairman's letter

Hello fellow Owners,

I am aware that it has become a somewhat hackneyed phrase, but it has been an unprecedented year.

Because of Covid 19 the Spanish Government imposed restrictions which forced the resort to close at the end of March. We were finally able to re-open in July, but this meant that a number of owners were unable to visit our lovely resort. Whilst this is very regrettable, I am sure you will agree that the situation was totally out of our control.

In recognition of this the Committee has agreed that any member 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, will

receive a week at Maritima free of charge in lieu of the week(s) they were unable to occupy whilst the resort was closed, or whilst the FCDO continues to advise against all but essential travel to Lanzarote. The week(s) can be used within a 2-year period. 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 member who has successfully claimed against their travel insurance will not qualify for this concession.

We were delighted to hear the announcement from the FCDO on 22nd October that quarantine rules had been lifted which meant that we were once again free to travel to Maritima without any

restrictions. Even before this change in advice, it was very encouraging to see that some owners had travelled to Maritima, and the feedback was that they felt very safe and have really enjoyed their stay, so much so that in some cases they chose to extend their stay!

However, 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, members affected will also receive an alternative week at Maritima on the same terms as above.

I am very hopeful that we will all be able to take our holidays at Maritima 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 members.

As you will appreciate the pandemic and the travel restrictions which followed severely affected the income of the club. A significant amount of income comes from rentals both from owners and non owners (RCI , dial an exchange) and from onsite utility payments. Whilst the resort was closed, and continues to operate with very reduced occupancy levels, the Club's income has, and continues to suffer. In order to mitigate this, we have worked hard to reduce costs wherever possible, and have taken advantage of the local Spanish equivalent of our furlough scheme – the ERTE.

As you will appreciate whilst we have tried to identify cost savings wherever possible, there are some fixed costs which still need to be met, whether the resort is open or not. Additionally we incurred significant costs on security during lock down to prevent vandalism and squatters.

For anyone considering going to the resort it is worthwhile pointing out that the Island has a Canarian government backed insurance scheme in relation to COVID-19 that applies to all people travelling to the Island both domestic and international and covers all medication, hospitalisation and if necessary repatriation in the event they contract COVID-19 whilst in Lanzarote.

During lock down Ishmael has been carrying out on-going maintenance work to keep the apartments looking fantastic (new power points with USB sockets etc.). As you will appreciate, we have put a hold on all non-essential capital expenditure until such time as we have a better understanding of when things will return to some form of "normality". It is still the Committee's intention to go ahead with the upgrade of the living areas of 2-bedroom apartments, but I am unable give you a definite start date at this time.

We appreciate that it has been a tough year and in recognition of the on-going support of the members, the committee has agreed to keep the maintenance charges for 2021 the same as last year. i.e. £310 for a one bedroom apartment and £352 for a two bedroom.

I very much hope that in the near future we will all be back to enjoying the resort that we all so dearly love.

Finally I would like to put on record my thanks to all the staff both at Resort Solutions and at Maritima for the tremendous effort they put in when the Covid virus was unfolding , especially Lindsay who moved heaven & earth to assist owners and guests to get off the Island. Also a big thank-you to you, the Owners, for your continued support of the Committee and the Club during these very challenging times.

*Barry
Committee Chairman,
Diamond Club Maritima*

Maritima Resort Update

The one bedroom apartment lounge refurbishment

The refurbishment for the 13 one bedroom apartment lounges went ahead as planned in December 2019 and completed just ahead of Schedule for the resort reopening after maintenance week.

We are really happy with the refurbishment and the feedback from the owners and guests who have managed to visit and see them has been excellent. Everyone has reported that the sofa, sofa beds and chair are very comfortable.

They are modern, fresh and bright and the housekeeping and maintenance departments are very happy they are easy to maintain.



Karianne reception

Originally from Sweden, Karianne has lived in Lanzarote for many years and is a very experienced receptionist. She has worked



for the company for the past 25 years in one of the Clubs sister resorts.

She speaks a lot of languages including English, Spanish, German, Swedish, Danish, Norwegian and French and has a passion for cooking. She's the best person to ask for restaurant recommendations.

After Sagra requested a sabbatical from work to try a new challenge and something new Karianne has taken over the reception duties at Maritima and looking forward to meeting you all. She has covered at Maritima in the past when Sagra has taken Holiday leave so some of our owners would have already met her.

We would like to say a big thank you to Sagra and to wish her all the luck in the world in her new adventure.

Diamond Club Maritima **AGM**

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

Further information will be forwarded to all owners once these have been confirmed. Please keep checking the Resort Solutions website for an update.

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.

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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:

- *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/>

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.