

7th July 2020

Dear Fellow Members,

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, we are now looking forward to re-opening the resort. There will be a “soft” opening on 23rd July when we will be ready to welcome back our members, then the resort will open up fully to all guests from 30th 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.

Our lovely pool 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.

Chrissy will be providing a bar service, but this will depend largely on occupancy levels as we navigate through this next stage.

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-in 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*

Members 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

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. 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/>

I would like to thank all of our Members for their on-going support of our Club during such unprecedented times, and we look forward to welcoming you all back to Maritima.

Kindest Regards



Barry Clark

Chairman