



## Chairman's letter

Dear Fellow Owners,

I hope this letter finds you all well and coping with the rather inclement weather we have been experiencing lately.

As you will all be aware your Committee were very pleased to be able to proceed with the planned refurbishment work during the month of January 2023 of the original 14 apartments previously updated back in 2009 to 2012.

This project was completed on time and below the budget with myself and Guy Mantel making a visit to Monte Carvoeiro at the start of February to sign off this work with the assistance of Natalia.

I am sure any of you who have visited the Resort since then, and fortunate enough to stay in a refurbished apartment, will agree

they look very clean and fresh with a décor and furnishings that will appeal to a wide range of guests staying in them.

Whilst I was on-site it was a pleasure to meet many owners enjoying the excellent weather at that time of year and indeed the occupancy level during February was above expectation at 74.9%.

The Resort is in excellent condition with Valdemar taking the opportunity to freshen up areas of the apartments and public areas in general ahead of the main holiday season.

Indeed, Natalia and the rest of the on-site team continue to work hard to ensure we maintain the high standard across all areas we have come to enjoy and expect. I would also like to offer at this time my grateful thanks to Brad Revell and the

team at Resort Solutions for their help and guidance together with my fellow committee members.

This now brings me on to the maintenance fees for this coming year. Previously we did not increase these during the two 'Covid' years and last year we kept the increase below inflation.

We are all aware of the pressures of inflation over recent months and at the time of writing this letter it is currently sitting at 10.4%, it is regretful therefore that as we are still going through an inflationary economy, we do need to increase the fees once more.

Therefore, after careful consideration the committee has decided to increase the fees by 5.85% which is well below that of inflation making the following change:

For each T1 week owned, from £513 to £543  
For each T2 week owned, from £640 to £677

It is also worth remembering that most of our costs are in Euros and unfortunately the exchange rate is not currently in our favour, so this also adds pressure on the maintenance fee situation.

Whilst on the subject of payment, we continue to offer a fee-free method of payment by direct debit including a 12-month option which will spread your maintenance fee payments evenly over the calendar year. The necessary forms are included in this invoice pack, for those of you who would like to avail yourselves of this payment option.

The guest feedback and comments owners and guests alike continue to give excellent feedback.

The various on-site businesses around the square have opened again for the season including the pool bar and it is encouraging to note the old Manoel's Jazz Bar and potentially the vacant premises to the left of Black Salt have been sold so hopefully we can see some new restaurants in place as soon as possible.

Our Resort Manager Natalia is now well established in her new office and continues the excellent work with the responsibility for sales at the Resort. Through her hard work we have sold a total of 50 weeks at MC

since January 2022 with 20 of these going to new owners and 30 to existing owners.

This has resulted in new and additional maintenance fee income for the forthcoming year and beyond totalling over £23k which will, as you would expect, be invested back into the Resort.

Natalia is always happy to assist owners in any request to increase ownerships at Monte Carvoeiro, or swap current weeks for a different time of year. On-site rentals are also doing very well looking forward into the year. Full contact details are below.

Natalia's contact details are as follows:

Email: [porterreno\\_nat@hotmail.com](mailto:porterreno_nat@hotmail.com)

Telephone: +351 282 350 111

Sales enquiries can also be directed to Resort Solutions as follows:

Email: [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk)

Telephone: +44 (0)1858 431160 (then select option 3, followed by option 1)

As we continue to keep printing and postage costs to a minimum, we have not produced our normal glossy, full colour newsletter but have produced an electronic newsletter which has been posted to the Resort News section of the Monte Carvoeiro page on the Resort Solutions' website ([www.resort-solutions.co.uk](http://www.resort-solutions.co.uk)).

In the newsletter you will find a number of informative articles relating to your ownership, including some photographs from the renovated apartments and important news regarding paying your fees and I recommend that you take a look.

In terms of the AGM, our intention is to hold this on Thursday November 16, 2023 and hope to be able to write to you with the AGM notice pack during September.

I would like to take this opportunity to thank you all for your ongoing support of the Resort, and I hope we can all enjoy a holiday at Monte Carvoeiro once again this year.

In the meantime, I hope you stay safe, fit and healthy going forward.

Yours sincerely,

**Peter G. Kennedy**  
*Chairman*

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# Onsite Update

Dear Owners,

I cannot believe how another year has passed by so quickly and I am delighted to give you the first bit of good news in that the refurbishment of the 14 apartments was completed and signed off at the end of January 2023. For those who are not able to travel this year, please check out the photos on the Resort Solutions website and in this Newsletter.

It was a challenging project and even with an average occupancy level of 48% during January, the whole operation ran smoothly and was signed off by the Committee well on time. I am looking forward to receiving lots of positive feedback from you in due course.

The apartments reveal a clean and fresh outlook with an added touch of luxury to the bedding; new duvets, covers, throws and mattress toppers have made all the difference and these have been provided for not only in the refurbished units but in every single apartment bedroom. Apartment MC40, MC41 and MC44 were



also fitted with new kitchen cupboards and new ovens. Most of the bathrooms, where needed, were also fitted with new heated towel rails and new wash basin cabinets.

Spring is definitely in the air, the temperatures are just fabulous at the moment with warm sunny days rounding 25°. February this year was wet, rainy and very cold unlike last year but March soon brought back some beautiful sunny days. With that said, we have made the most of the good weather and had the exterior painting of Apartments MC35 and MC36 completed, as well as the small surrounding walls all the way around the resort. The exterior painting of apartment MC44 will also take place sometime next week.

We are expecting to receive anytime soon a batch of new sunbeds to be placed at the poolside area. New sun umbrella covers have already been received, fitted and look very smart. The Cascata Pool Bar will also be open for Easter.

The Season for the onsite restaurants around the square has already started, Black Salt, The Square, Monte do Mar and Elliott's are up and running as are the Cocktail Garden and Tiffany's Bar. We bid Renato and Clara from Manoel's Jazz Bar farewell, their premises has successfully been sold and is soon to be a "French Restaurant". In between Tiffany's and the

Cocktail Garden another restaurant will also be open that I am led to believe will be a "Cheese & Wine Bar". Luis and Catia from the Cocktail Garden hosted an amazing party last May for their 20th Anniversary. The party had a massive turnout and was just one fantastic and fun filled evening of live music in the square, free drinks and topped up with a fireworks display at the end of the night. Mama Mia's Pizzeria underwent renovation work as well and they have now fully extended the interior restaurant space which looks amazing and has increased their business.

Under major renovation work since last December is the "Monte Carvoeiro Reception" check-in area. We have temporarily relocated the reception to the rear end of the same building so you need to follow the green arrows all the way around the white building block to the rear end and then up the stairs to the first floor where you will meet your usual receptionists, Fatima, Helder and Carla. I have been informed that at the end of the month the newly refurbished reception will be operating as normal.

Another bit of good news is that I am now located in a "New Office" just outside and next door to the Carvoeiro Club reception. You will see the window signs for the "Monte Carvoeiro" administration office so do come and pay me a visit whilst you are onsite. It is a great location for meeting people and I have made many a winter rental booking this year just by

guests passing by. Please remember that the "Owner Winter Rental Promotion" is still available from November to March so get your one week with a free week booked, there is already limited availability for March next year. Also, if you would like any changes made to your timeshare ownership, feel free to discuss with me during your stay or just send me an email.

The onsite Supermarket continues to operate very well with lots of support not only from our guests but many from the surrounding areas and local residents. The same applies for the hairdressing salon – Matilde Studios.

Carvoeiro town is bustling this week with Easter coming up. The waterparks have all re opened, the Ferragudo river taxi is up and running, even the boat trips have been operating this Winter so all is well underway for the expected busy Summer season ahead.

I cannot end without thanking Betty and her interior design team during the refurbishment period for producing excellent results, my onsite team for all the extra work added on during this busy time and the endless support from the Owners committee and Resort Solutions.

I look forward to welcoming you back sometime this year. We will strive to make your stay a pleasant and memorable one yet again.

*Natalia*

## AGM News



**The Annual General Meeting for the Monte Carvoeiro Resort will take place on Thursday 16th November 2023 starting at 12:00 noon.**

The meeting will take place at The Three Swans Hotel in Market Harborough. Further information will be forwarded to members closer to the date.

# Monte Carvoeiro Refurbishment

As owners who have visited the Resort since January 2023 will know, we have not been quiet over the winter months and have taken the opportunity to make a number of improvements.

Firstly, Natalia has moved into her new office, which is located next to the Reception, on the right as you approach. This is a much better, more visible location and we have spent a little money ensuring that the space is both useable office space for Natalia and a suitable environment in which she can meet with owners and guests to deal with any queries or discuss matters relating to their ownership, including sales of weeks.



In addition, we have completed the interior refurbishment of the 14 apartments which were originally upgraded back in 2009 to 2012 and which is highlighted in the Chairman's letter. All apartments have been redecorated, had their kitchens and bathrooms subject to any remedial works that were required and benefitted from an entirely new interior furnishing pack and décor upgrade. We are very pleased with the outcome and have had excellent feedback from the owners who have occupied the newly refurbished apartments.

Owners will get the opportunity to appreciate all of these changes when they next visit the Resort, but in the meantime, we have included a few photographs to give you an idea of what to expect.

## 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.

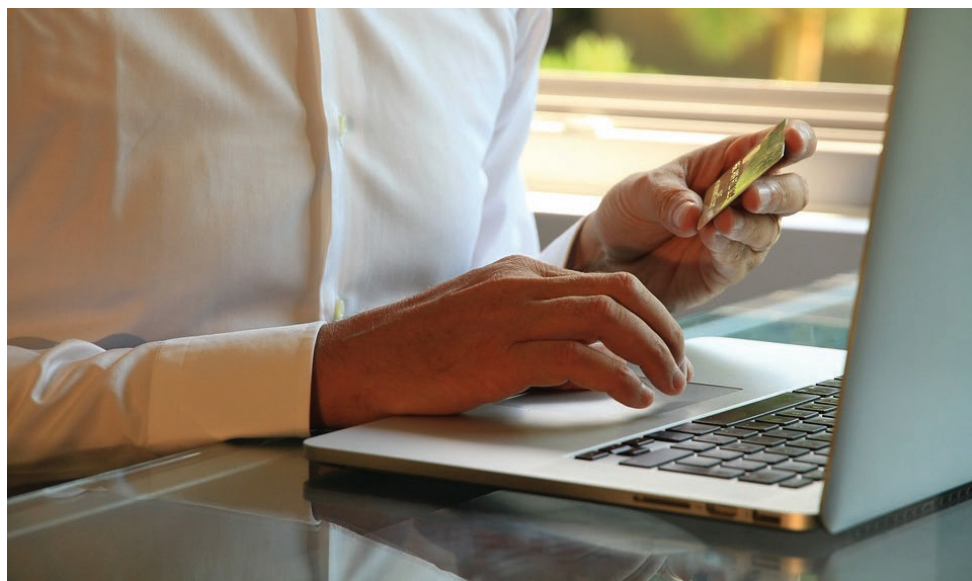
### **Direct Debit**

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 2023/24 invoice over 6 months with the option for 2024/25 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 May.

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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](http://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 2023/24 fees will be taken over 6 months (July to December 2023) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from January 2024 with respect to 2024/25 maintenance fees.

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

The due date for your payment of your 2024/25 maintenance fee will be 1st June 2024. The programme will start five months prior on 15th January 2024 and continue taking monthly payments on 15th February, 15th March, 15th April and so on ending 15th December 2024, which then completes the 12-month payment option.

The first four payments will be based on the 2023/24 maintenance fees and when the 2024/25 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2024/25 fees are taken over the remaining 8 payments.

IT'S THAT SIMPLE.

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](mailto: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!*

*Despite another challenging year, it has to be noted that timeshare, once again, proved itself to be a robust part of the travel and hospitality industry.*

It is with sincere thanks to all timeshare resort staff, management teams and owner committees for their ongoing hard work and efforts to ensure that their clubs are able to weather any storm and still provide great holiday memories for their owners. Recognition should also go to the timeshare owners themselves who continue to show their support, loyalty and commitment to their timeshare clubs and the enjoyment of the timeshare product itself.

EUROC is looking to further improve its website in the new year and make it a more owner friendly resource of information on all things timeshare. We have recently added a new page called 'Love my Timeshare' which is dedicated solely to positive timeshare owner stories about why they love their timeshare and what it means to them. The idea behind 'Love My Timeshare' is to show the outside world that even though timeshare often receives some bad press, that there are many owners who thoroughly enjoy and still love their timeshare product. Member clubs and owners are encouraged to keep sending their stories along with a photo so we can always keep the 'Love My Timeshare' page refreshed and updated with new stories.

[www.euroc.org/lovemytimeshare](http://www.euroc.org/lovemytimeshare)



## Important information

It is a shame that we need to mention again that there has been an increase in unsolicited contact made to timeshare owners from fraudulent operators. These operators have switched their tactics from COVID-19 and are now using the cost of living and energy crisis situation to their advantage by offering owners ways of exiting their timeshare. Some owners have sadly parted with large sums of money and have fallen victim to these scams.

EUROC, Resort Solutions and your Committee continue to work alongside the relevant parties involved in protecting timeshare owners from such activity. It is very important 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 either Resort Solutions, your resort manager or committee representatives and do not engage with any 3rd party company to be on the safe side.

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*Stronger Together!*  
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### *General Advice for Timeshare Owners from EUROOC*

Before you engage with any 3rd party company, EUROOC recommends that if you would like to sell or release your timeshare, that you speak directly to the onsite team, your management company or a club committee representative to discuss the options available to you, as your club may already have an in-house resale programme or exit policy in place.



**If you choose to speak to, sell or release your timeshare through a 3rd party company, 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.**
- **Claim to already have a buyer** for your timeshare.
- **Tell you not to speak to your club** 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.

**If you choose not to contact your club to discuss your timeshare resale/exit options and engage with a 3rd party, this could lead you to falling victim to timeshare fraud and parting with large sums of money with no timeshare exit in place, and owing outstanding maintenance fees.**

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*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 7Across. 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](http://www.rci.com)

**Telephone:** 0345 60 86 380



**7 Across**

**Website:** [www.7across.com](http://www.7across.com)

**Telephone:** 0345 60 86 375

### **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](mailto:admin@resort-solutions.co.uk)

### **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 the start date of your owned week and there being available like-for-like 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](mailto: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.***

# **WINTER SUN AT MONTE CARVOEIRO**

## **Exclusive Owner Offer**

**Rent 1 week at the price of maintenance fee  
Get the 2<sup>nd</sup> consecutive week FREE**

**1 Bedroom £543**

**2 Bedroom £677**

**Travel between November 2023 - March 2024**

**To book call 01858 431160 or email [admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk) and  
quote MCNEWSWINTER23**

**Subject to availability, new bookings only.  
Terms and Conditions apply**

