

NEWS UPDATE

Club Monte Carvoeiro

SPRING 2024



www.resort-solutions.co.uk



Picture by Harold Routledge

Chairman's letter

I hope this letter finds you all well and you haven't been too affected by the stormy weather we experienced at the start of the year.

As many of you will have noticed upon your recent visit to the Resort, our new reception is up and running extremely well, along with our new reception staff Paula and Paulo.

The successful opening of the new premises was as a result of all the hard work done by Natalia along with Valdemar and all the onsite staff.

I made a brief visit to the Resort in the second week of January to welcome the new reception staff to the MC family and also welcomed the housekeeping team on board, after their transfer from Carvoeiro Clube, and to personally thank the whole onsite team, on behalf of the rest of the

Committee and all owners.

As well as the new reception office, the recently introduced key safes outside the apartments are working well for those owners and guests arriving outside of reception hours. Also, the QR code apartment information works extremely well as does the 50" televisions as I can testify.

The Resort remains in an excellent condition with some repainting on the outside of some apartments completed and to freshen up some public areas in general ahead of the main holiday season.

Whilst on the subject of the Resort as a whole, there have been some comments and rumours made recently with regard to the change in reception services and that this was as a result of Carvoeiro Clube selling Monte Carvoeiro. Let me make it clear,

Carvoeiro Clube have never owned Monte Carvoeiro and they merely provided certain services under contract.

One other point to clarify for owners, recently it has been noted CLC (UK) PLC going into administration and if there was any potential effect on Monte Carvoeiro. This matter has been clarified and it was only the Sales and Marketing arm of CLC (UK) PLC that went into administration and their timeshare membership and ownership clubs are operating fully, therefore there is no impact whatsoever on Monte Carvoeiro.

Unfortunately, the Resort is currently suffering from frequent interruptions to the water supply due to ongoing works by the local council to identify and then repair any leaks found within the pipe network. I'm sure you will appreciate this is totally out of the control of the Resort and I thank you for your understanding.

As previously advised in a separate email, I am happy to reiterate some exciting news with regard to the Pool and poolside area.

Your Committee discussed at our last meeting the plan to carry out significant improvements to the pool, the poolside area and the poolside WCs and showers. The improvements will include new poolside tiling, the installation of two new poolside showers, and the complete refurbishment of the WC and shower block, including the installation of hot water for the showers.

This will now provide those owners and guests with the opportunity to freshen up if they have a late departure from the Resort.

There will also be some other necessary works and we also aim to increase the numbers of sunbeds with umbrellas where possible.

Unfortunately, this work will mean the pool will be out of action for a number of weeks and the work will give rise to a certain amount of noise, dust and disruption. It obviously makes sense to carry out this work when occupancy at the Resort is at its lowest and it is therefore currently planned this work will take place between November 16, 2024 and February 22, 2025.

During this time the pool will be unavailable

and, in order to keep disruption to a minimum, apartments 27 to 32 will not be available for use and owners and guests who were due to occupy those apartments, will be relocated to apartments away from the pool area.

We are looking into the availability of alternative pools in the local area and will update owners if we are successful in reaching an agreement for owners and guests to use a nearby pool.

Hopefully I will be able to confirm these proposals when I write to you again prior to our AGM.

Myself, along with the rest of Committee, would like to thank owners in advance for their support during the process of renovation and are confident that all owners and guests will be delighted with the improvements to the pool area when complete.

This now brings me on to the maintenance fees, and although inflation has fallen in recent months, we are all still aware of the pressures on our finances and at the time of writing this letter it is currently sitting at 3.4%.

Last year the increase was well below that of inflation and although we are unable to do similar this year, we are managing to match that of inflation therefore an increase of 3.4% will make the following change:

For each T1 week owned, from £543 to £561

For each T2 week owned, from £677 to £700

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 your invoice pack for those of you who would like to avail yourselves of this payment option as a large number of owners currently do.

The feedback and comments from owners and guests alike continue to give excellent results across all aspects of the Resort.

The various on-site businesses around the square have opened again for the season including the pool bar and it is encouraging to note Black Salt has expanded their

operation and now provide additional roof-top terrace space for a pre-dinner drink (or afterwards) and also extra outside dining space having taken ownership of the adjacent vacant premises.

Our Resort Manager Natalia continues the excellent work with the responsibility for sales at the Resort and her hard work has resulted in a total of 13 extra weeks sold during the calendar year 2023, guaranteeing additional maintenance fees going forward.

Natalia is always happy to assist owners with any request to increase ownership at Monte Carvoeiro, or swap current weeks for a different time of year.

Onsite rentals are doing extremely well into the year and beyond even at this early stage.

Natalia's contact details are as follows:
Email: porterreño_nat@hotmail.com
Telephone: +351 282 350 110

Sales enquiries can also be directed to Resort Solutions as follows:
Email: admin@resort-solutions.co.uk
Telephone: +44 (0)1858 431 160 (then select option 3, followed by option 1)

As we continue to keep costs to a minimum, we have once again not produced the 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).

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

In terms of the AGM, our intention is to hold this on Thursday November 14, 2024 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

Onsite Update

Dear Owners,

This time last year we were faced with a few challenging tasks to deal with. In 2024 we had to have our new "Monte Carvoeiro" reception operational, our own housekeeping team in place and find new premises for both functions. The second half of 2023 was spent searching for new staff, options for new premises and making preparations for all the transitions required for being ready to be operational from January 2024. It was all very challenging but I am of the opinion that all the hard work and input from the team on and off site paid off and we successfully launched on 2nd January 2024.

I am pleased to report that the housekeeping team that were previously subcontracted, all decided to come



onboard and now form part of our permanent staff and MC team, inclusive of Patricia, our general head housekeeper. Valdemar continues with us on the maintenance front and plays a key role to the entire operation of the resort.

Recruitment of two new staff took place. Paulo Neto and Paula Soares, our new



receptionists, have been amazing over the last quarter. Following training onsite from Resort Solutions in January of 2024 they have proved to be an asset to the M.C. team; both are very friendly and extremely professional.

We bid a very big farewell to Fatima from Carvoeiro Club whom you all know and whom I have worked with for 35 years. We hope that she is now enjoying her retirement.

The guest feedback scores have reflected a very good result for the 1st Quarter of 2024 and I am very proud to be part of this excellent team. Our occupancy is currently around 75% and from May onwards we are very near to being fully booked through until mid November.

Whilst the new Monte Carvoeiro reception area looks very smart, it offers a relaxed and comfortable appeal to it. A pleasant and ideal location for guests to check-in with easy access to manage assistance throughout their stay. The apartments have all been fitted with new key safes for those guests arriving out of reception opening hours. Prior to arrival, information is sent out to the owners/guests for key code access. Please ensure you have contacted Resort Solutions for the key code if you are arriving out of opening hours.

The resort is looking well maintained and exterior painting to the two bedroom apartments has now been completed. Some of the one and two bedroom apartments had their interiors painted to freshen them up. The Block "A" – One Bedroom apartment condominium has work in progress on the exterior painting on part of the Block. Also scheduled as part of

condominium works, is the reinforcement of the terrace insulation on the roof tops of the T1 apartments. Matilde Studios has since been replaced with Francisca's Art & Beauty shop, there is no longer a hairdresser's onsite but is still very popular for manicures, pedicures, facials and massages.

The gardens and common areas around the resort currently look stunning, this will no doubt change for the worse in the near future due to water restriction measures which are soon to be imposed by the Lagoa town council and due to the drought situation that the whole of the Algarve is currently facing.

All our apartments now have brand new Smart Tv's installed, easy access for Netflix and Amazon Prime. Also introduced was the QR code which links to an on-line room information folder in 4 languages. This contains all the resort information and is easily accessed via mobile phone and at some point in the future will be streamed on the Smart Tv's.



Cascata Pool Bar opened very early this year. The family business is growing and Jessica will have her sister, Bianca to assist with the busy season ahead. The onsite restaurants have now also all opened for business and Jonas has expanded his roof top terrace following acquisition of the closed restaurant next to "Black Salt". Manoel's Bar this year is open all day for breakfast, lunch and dinner. "The Square" continue to offer a fabulous "Brunch" menu. Elliott's and the Cocktail Garden as usual offer great service and are excellent hosts.

I am very excited about the future pool

and w/c renovation works scheduled for mid November. This is going to be a huge project and will take around three months to complete, the end result will prove to be totally worth it.

My thanks to all who have contributed in keeping the resort in good form.

However you decide to spend your time at this lovely resort, it is all about making special memories. Monte Carvoeiro is simply just one of the best places to be in the Algarve and I hope to see you all back very soon!.

Natalia

New Reception Hours

The reception is located just in front of the main Monte Carvoeiro Car Park and opposite the Mama Mia Pizzeria Restaurant.

The reception is open 7 days a week. Please note the below seasonality opening hours:

November to March

Monday to Friday 09:00 to 18:00
Saturday 09:00 to 18:00
Sunday 09:00 to 13:00

April to October

Monday to Friday 09:00 to 18:00
Saturday 09:00 to 20:00
Sunday 09:00 to 13:00

Should you be arriving outside of these hours it will be necessary to collect your key from the key safe located by the front door of your apartment. You will need a key code to obtain the key.

You must notify Resort Solutions by either telephoning the office on +44 (0) 1858 431160 or email admin@resort-solutions.co.uk in advance so we can provide you with the access code.

You must then go to Reception the following day to complete your check-in with the passports of all the guests occupying the apartment.



AGM News



The Annual General Meeting for the Monte Carvoeiro Resort will take place on Thursday 14th November 2024 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.

Front Page Image

The image on the front page of this newsletter was taken by Monte Carvoeiro owner, Harold Routledge from the balcony of apartment 53 at sunrise during his stay in March 2024.

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.

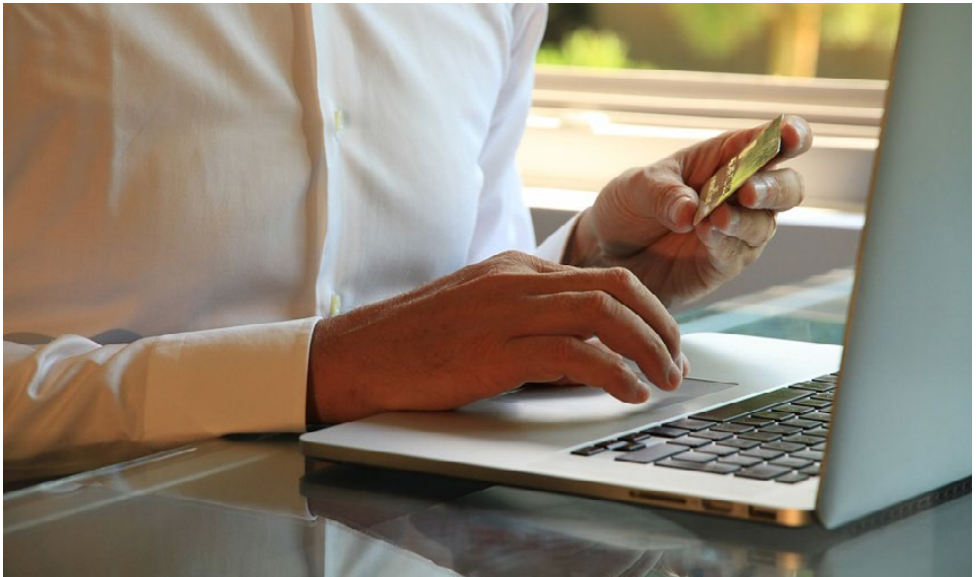
Direct Debit

Don't forget you 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 2024/25 invoice over 6 months with the option for 2025/26 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
.....

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 2024/25 fees will be taken over 6 months (July to December 2024) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from January 2025 with respect to 2025/26 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 2025/26 maintenance fee will be 1st June 2025. The programme will start five months prior on 15th January 2025 and continue taking monthly payments on 15th February, 15th March, 15th April and so on ending 15th December 2025, which then completes the 12-month payment option.

The first four payments will be based on the 2024/25 maintenance fees and when the 2025/26 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2025/26 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.

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!

Resort SOLUTIONS

Account Number
3 4

Form and send it to:
14, Stoney Hill, Maccy's Road,
Leicester, LE19 7DZ
Bank or Building Society

Important please complete

Please indicate with an X the option you prefer

A) 6 Months for 2024/2025 onwards

B) 6 Months for 2024/2025 onwards for 2025/2026 onwards

C) 12 Months for 2025/2026 onwards

Instruction to your Bank or Building Society

Please pay Resort Solutions Limited Direct Debits from the account named in this instruction subject to the signature and stamp of the account holder. I understand that no instruction can be made without my signature and stamp.

Signature



Update to Timeshare Owners from EUROC

The timeshare industry has faced immense challenges over the past three years. From the pandemic to spiking inflation, the energy crisis, recruitment challenges and changes to consumer holiday trends; operators have had to navigate a rapidly changing landscape to keep their timeshare clubs and resorts on the right track. But despite these challenges, the industry continues to show remarkable resilience and adaptability.

As always, EUROC acknowledges and praises all timeshare resort staff, management teams and owner committees for their continuous hard work and efforts to ensure that their clubs and resorts are able to weather any storm. Most importantly, recognition should go to the timeshare owners themselves who show their continuous support, loyalty and commitment to their timeshare clubs and resorts in an ever-changing world.

Monte Carvoeiro Club and Resort Solutions continues to support **EUROC** (European Resort Owners' Coalition), the independent and not-for-profit organisation representing the best interests of timeshare clubs and their members/owners'. The newly launched **EUROC Timeshare**

Support Hub service is dedicated to aiding timeshare owners and members across Europe. The service offers useful information, general help and signposting services with a focus on promoting the positives of timeshare and the safeguarding of timeshare owners and members.

EUROC continues to highlight caution to timeshare owners about engaging with companies who advertise their timeshare related services by a radio advertisement or make unsolicited contact, such as email, phone and texts. Such companies may offer owners ways of exiting their timeshare or an offer that is too good to be true. In some instances, some owners have sadly parted with large sums of money and have fallen victim to timeshare related fraud.

As always, it is very important that you stay alert to this type of activity and tread with caution at all times before engaging with a 3rd party company. Always check the company credentials before engaging. If you wish to discuss your timeshare ownership at any time, please contact the Resort Solutions customer service team on 01858 431160 and do not engage with any 3rd party company to be on the safe side.

General Advice for Timeshare Owners

Before you engage with any 3rd party company offering to sell or release your timeshare, please speak to the onsite team, RSL or your committee to discuss the options available to you. 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 have any concerns about your timeshare ownership, the best advice is to contact your committee first as they may be able to offer a solution.



A Footnote from Natalia

I would love to share a poem from a special owner who has beautifully described what Monte Carvoeiro means to her and am so sure that many of you will feel that very same experience.

*The sound of the birds
the smell of the sea
the scent of the flowers
the wind in the trees*

*The people are friendly
so much to do
that's why I love it
expect you do too*

*I keep coming back
year after year
I call it my happy place
whenever I'm there*

By J.Moody

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

1 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

2 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 form and we will do our best to rent it out for you. Contact RSL on admin@resort-solutions.co.uk

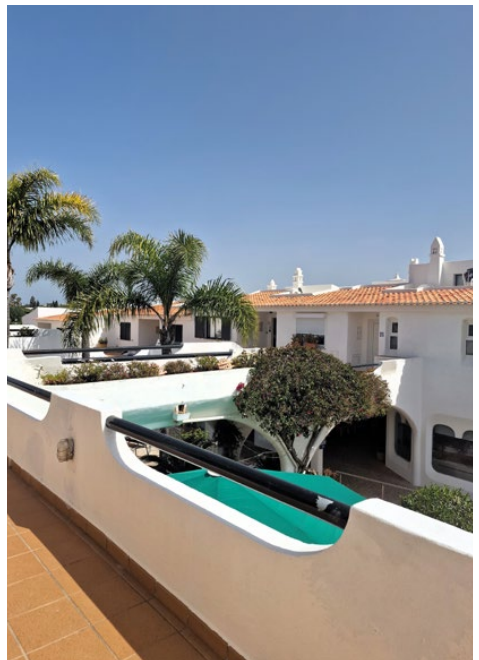
3 Gift it

You can allow your family or friends to use your week(s).

Just let RSL know prior to travel.

Whatever you decide to do with your week, please complete the on-line planner or return the completed paper version enclosed with your invoice.

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



Holiday Planner

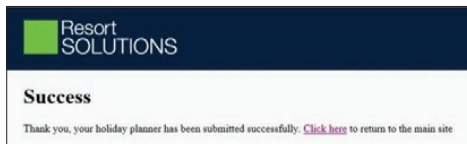
Don't Forget To Send Us Your Holiday Planner

Resort Solutions plan for your holiday to ensure it is everything you want it to be, but they can only do that with a little information from you; this is why sending in your completed holiday planner in advance of your travel date is so important.

Please remember to check the start dates of your accommodation on your resort calendar or confirm with Resort Solutions before you travel or book flights!

Your planner is enclosed with your invoice pack and asks to advise of your arrival times and any special requests. They can be completed and posted back or completed on-line by visiting www.resort-solutions.co.uk.

When completing your planner on-line, if you do not receive this message, then please contact Resort Solutions.



If the resort knows your arrival time (and any requirements you may have) they will endeavour to have your apartment ready



for you wherever possible, but please remember official check-in time is 4pm.

It is also important to let Resort Solutions know if you are not intending to use your apartment.

- If you are sending guests, then please let RSL know the details so your Club can welcome them in the way that you would like them to be welcomed.
- Please make sure your guests have all the information they need prior to arrival; this is especially important if they plan to arrive outside of reception hours
- If you are not intending to travel at all then please let Resort Solutions know – they may be able to rent your week out for you.

*Whatever your plans,
have a great holiday!*

ETIAS Scheme Portugal

What You Need to Know about ETIAS

The EU are due to make a decision on the introduction of ETIAS by the end of 2024.

This is a visa waiver pre-screening program for all travellers under the EU visa-free program and may affect all UK residents travelling to resorts in Portugal and Lanzarote.

Please see below a link to information on the new ETIAS scheme.
Portugal https://travel-europe.europa.eu/etias_en

WINTER SUN AT MONTE CARVOEIRO

Exclusive Owner Offer

**Rent 1 week at the price of maintenance fee
Get the 2nd consecutive week FREE**

1 Bedroom £561

2 Bedroom £700

Travel between November 2024 - March 2025

To book call 01858 431160 or email admin@resort-solutions.co.uk and

quote **MCWINTER24**

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



MONTE
CARVOEIRO

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