



Chairman's letter

Dear Las Calas Owners, friends old and new.

Following Mike West's announcement to step down from his role as Chairman after a 10-year tenure, I write to you as your newly elected Chair. I would like to thank Mike, on behalf of all committee members past and present, for his steadfast leadership and direction over the years.

At the committee meeting held in October my fellow committee members kindly voted me in as their new Chair, a role I am excited to take on and I promise I will work hard on your behalf. I have been on the committee for 10 years and assure you I am still keen to work with the rest of the committee to

ensure the best use of Club funds so that we continue to remain financially stable enabling us to sustain, develop and improve the resort.

At the AGM you were brought up to date on the refurbishment plans which include new soft furnishings in all bedrooms and lounges together with new bed settees and zip-together beds. We also said we would be replacing baths with showers in all 1 bed apartments – this announcement seemed



to be well received! All 2 bed apartments will continue to have 1 shower room and 1 bathroom. We will be purchasing new towels, again something I know is long overdue and will be welcomed.

The schedule for the refurbishment is in its planning stages and once completed you will be advised should your apartment allocation need to change. Refurbishment of all 145 apartments is a huge undertaking for the on-site team and I would ask that you bear with them and Resort Solutions if you are asked to move apartment. It is the only way a project of this size can be managed so I hope you will all understand and accept any minor disruption – this will obviously be minimized as much as possible. We expect the project to take around 3 years to complete.

The weather in Lanzarote has been very hot of late and I know many of you were hoping that air conditioning units could be installed as part of the refurbishment plans. I have to tell you that, at this time, this is impractical. The decision has not been taken lightly but the financial and logistical considerations have had to be carefully looked at. We do not believe we can finance such an undertaking alongside all the other things that need to be done under the refurbishment plans. Any necessary extra building works could add time to the length of the overall project but initially the full impact has to be investigated, including whether there is a big enough electricity substation on site. Air conditioning remains on our wish list though and will not be forgotten as we plan further on-site improvements in the future. What we have committed to do now is to commission a full evaluation of a possible project so that as and when this is financially practical, we will be able to make an informed decision as to what needs to be done.

We also talked at length at the AGM about the issues with our food and beverage (F&B) department. Unfortunately, the projected losses for this year are once

again significant, but I am pleased to tell you that our new F&B manager, Karl, has now (after a fairly lengthy period obtaining the necessary paperwork) started work. I am also pleased to tell you that new staff have been recruited which has meant that we have been able to re-open Skyline. Providing our staffing remains stable for the foreseeable future, there is every hope that both facilities will remain open. Karl's job is to make recommendations as to how we can maximize the benefits of having both facilities up and running and make plans to ensure they are less of a drain on Club finances and, over time, move to a profitable position. The ultimate goal is of course that retaining 2 facilities will be sustainable for the future. We promised at the AGM that if this does not work, we will 'throw everything up in the air' and rethink the whole way we use these facilities. So, if we want both to stay open it is incumbent on us all to use them and support the Club.

The solar panels have now been installed and those in Mimosa have been commissioned by the local utilities company. We now await sign off for other areas of the resort. Once this is complete, we will start to see savings on our general utility costs and these savings have already been factored into our financial plans for 2024.

We recently held our budget meeting and I am pleased to tell you that, even with all the planned works, we have been able to hold the maintenance fee increase for 2024 to 4.84%. This means an increase of £21 per week on a 1 bed apartment and floating week, £22 on a duplex apartment per week, £25 on a 2-bed apartment and £28 on a penthouse.

Club Las Calas Maintenance Fees 2024		
Unit Type	Unit type on invoice	
1 Bedroom	1B	£449
1 Bed Duplex	1D	£472
1 Bed Floating	1B or 1D	£456
2 Bedroom	2B or 2L	£547
2 bed Penthouse	2P	£609

Alongside the maintenance fee changes we have, as is normal practice, increased the cost of extra nights' accommodation from €50 to €55 (€85 for non-members). We are aware that sometimes it is cheaper to book a flight on an alternative day to a Thursday but when people stop in an apartment for extra nights the cleaning costs of that apartment go up as extra maids are needed and, indeed cleaning materials have increased by 25% over the last year.

Since we introduced storage boxes to enable members to leave belongings at Las Calas and therefore save money on checked in baggage, we have never increased the cost of a box. We have had to take the decision this year to increase the price per box from €40 to €45. This is to cover the increased workload due to the number of boxes now stored (upwards of 500) – it takes 2 maintenance staff all day on a Thursday to move the boxes around and get them to apartments for when their owners arrive on site. I hope, like me, you still believe this service provides good value for money against the cost of a checked in bag on both your outbound and homeward flights.

Finally, we currently charge €45 for a late check-out should people need one, this will increase to €50. None of these increases have been agreed upon lightly, we are fully

aware of the financial difficulties we all face, but we believe they are fair and realistic and, in part, reflect the increased on-site costs.

The committee will be on site in early February next year and we all look forward to meeting any owners who are there at the same time.

Please remember that all committee members are available to owners – please use the email address to get in touch with any of us. Just briefly, to finish off, for anyone who has not noticed – the AGM next year has been moved to June and to a new venue (but still in Market Harborough). This is partly because the 3 Swans could not accommodate us but also it is much better timing in terms of budget setting as we move forward. Remember we moved the AGM to later in the year post COVID and we believe it is now time to move it back again.

I look forward to serving you as your Chair and look forward to meeting as many of you as possible either on site or in Market Harborough next June.

Email address:
owners2lascalascommittee@gmail.com

With best wishes and happy holidays in 2024

Ruth Skerry
Chair

Club Las Calas **AGM News**



The 2024 Club Las Calas AGM will take place on Saturday 22nd June 2024 at a new venue: The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire.

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 22nd March 2024, 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.

Staff Member of the Year

This year's Staff Member of the Year is

Perry is a valued member of the reception team; he is polite and extremely helpful. He really deserves this accolade; we would all like to thank him for all the hard work and dedication he gives to Las Calas

Perry was born in Brighton. He moved to Lanzarote about 18 years ago. He has an older sister, who also lives in Lanzarote but his two older brothers are still in the UK.

Perry's passion is music, whenever you walk through reception you know when Perry is working, he plays some amazing music throughout his shift, all different genres. Perry has studied music for many years and is an accomplished pianist.

Perry's other interests include reading classic literature, going to the beach and spending time with his friends.



Perry's favourite month in Lanzarote is September, the weather is always glorious, the wind drops and the sea temperature is just right!

Congratulations Perry!

Site Update

Refurbishment of Las Calas!

The Las Calas refurbishment will commence in January 2024 and will continue through 2025 and 2026. We are starting in January week 2 2024 in Las Calas 3.

The refurbishment includes all the soft furnishings, including new sofas with twin pull out single beds, a nest of tables to replace the bulky coffee table, TV unit with wardrobe, a light over the vanity unit and beds that can be zipped together to make a double bed. The apartments will be painted and the baths removed and replaced with shower trays.

The work will involve some refurbishment of the interior of the apartments and as such there may be some noise and dust within the vicinity of your apartment whilst the refurbishment takes place. Every effort will be made to ensure that any disruption is kept to a minimum.

Workmen will be on-site from Monday to Saturday 09:30 to 19:00 and there may be some work during the day on a Sunday, however the area will be screened off where possible to minimise any disruption.

We do hope these improvements will not affect the enjoyment of your stay with us and that you will support the Club at this exciting time.



What do you love most about your job?

After 32 years working in Las Calas, I think I feel at home. For me, and for most of my colleagues, the best thing about

this job is meeting all the clients who come year after year. They are like family to us. The big difference between working in Las Calas and any hotel is the familiarity with our owners and creating long lasting friendships.

What is your favorite gift from an owner?

This is a funny question. We are very lucky with our owners' kindness. They are always so nice with us. Our hard work is always recognised by them.

I have received different types of gifts, from the most classic ones (ties, bottles of wine,...) to more original ones, and even handmade ones. Owners have given me plants (because they know I like gardening), stamps (because I am a philatelist), books (because I am a reader)... Perhaps one of the most original gifts I have received is from Mr. and Mrs. Mockler, which was handmade. They glued Scrabble pieces and a Lego doll to create a Super Mario... I thought it was great fun and very original.

What frustrates you most about your job, and why?

There are two things that frustrate me for different reasons. One of them is private rental reservations. In recent months we have had many owners who rent the weeks between themselves. It is a valid option, of course, but the problem is that the information the owners provide is not always correct. Sometimes the people arriving

have the wrong weeks, or they arrive and the maintenance fees are not paid on the weeks so they cannot use it (this is very embarrassing for us all) or parents let their family use their apartments but have the wrong information. It would make it so much easier for us all to do a great job if owners provided information in a single document. Sometimes I have to send around ten emails to get the correct information!

The second thing that frustrates me sometimes is the number of emails I receive. For each reservation, I receive many emails because the owners do not send all the information in the same email. Please give me the gift of filling in your holiday planners!!!

What is your favourite holiday destination?

The trip of my life was when I visited Argentina. It seemed to me to be an impressive country with many contrasts. Italy has been the country that I have visited the most times.

I was always a big traveller in the past, visiting different countries, but in recent years, I have travelled less because of family commitments. Anyway, I always find time for a little trip.

Where would you recommend people visit in Lanzarote at least once?

I am a great fan of the Lanzarote artist César Manrique. Since I arrived in Lanzarote I have been impressed by his architecture and painting. We are lucky to have many places in Lanzarote where we can appreciate his work. Perhaps one of the essential places is the César Manrique Foundation in Tahiche.

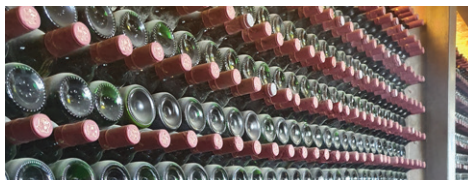
Today, finally, there is an excursion that covers his work for all those who wish to learn about it.

Our Top **Excursion**

One of the most popular excursions booked through reception is Wine Tour around Lanzarote.

Join the team for a walk around 3 beautiful volcanic vineyards. You will gain an insight into Lanzarote's unique cultivation methods and the farmers' constant fight against adversity, with Timanfaya National Park setting the spectacular backdrop. You will get immersed in the process and experience of caring for a vine, throughout the yearly cycle, experiencing first hand some of the equipment and techniques used.

You will visit a variety of vineyards, typically mixing one of the larger producers with a small family run winery at the other end of the production spectrum. This gives a real flavour of the scale of wine making on Lanzarote. The guide will explain how



the various wines are made, as well as providing tips on how to taste wine, while keeping it all fun and informal. **Book your place in Reception or the Hub.**

Many of our Owners have been on the Wine Tour and really enjoyed the experience, but the question they always ask is where can we buy these wines from apart from the actual vineyards.

You can now buy the different Lanzarote wine on the Wine Shop website.

Just follow this link and start enjoying Lanzarote wine delivered to your door
<https://wineshoplanzarote.com/>



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.

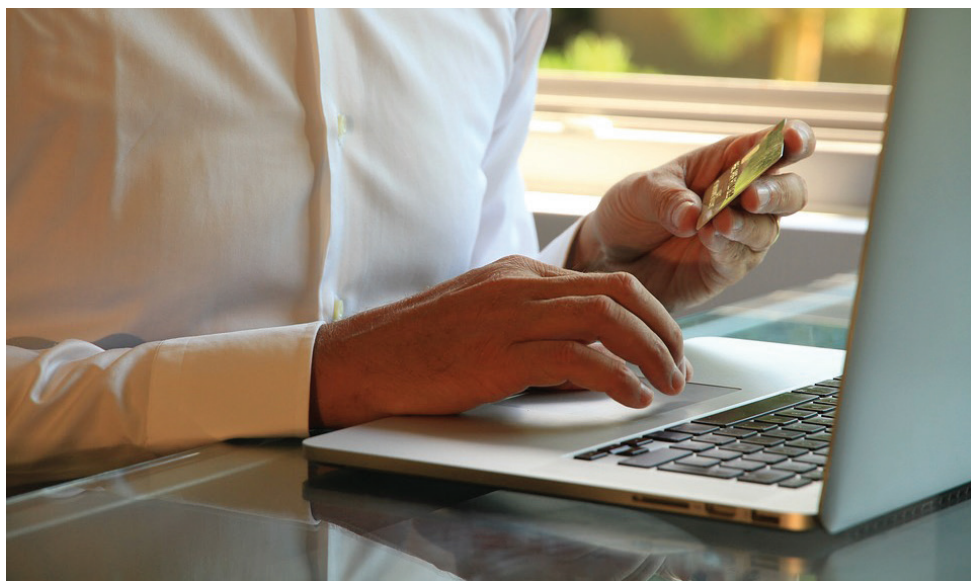
Direct Debit

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 2024 invoice over 6 months with the option for 2025 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 2024 fees will be taken over 6 months (January to June 2024) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from July 2024 with respect to 2025 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 2025 maintenance fee will be 1st January 2025. The programme will start six months prior on 15th July 2024 and continue taking monthly payments on 15th August, 15th September, 15th October and so on ending 15th June 2025, which then completes the 12-month payment option.

The first five payments will be based on the 2024 maintenance fees and when the 2025 maintenance fees have been agreed by your committee, the system will simply adjust the remaining payments to ensure full payment for 2025 fees are taken over the remaining 7 payments.

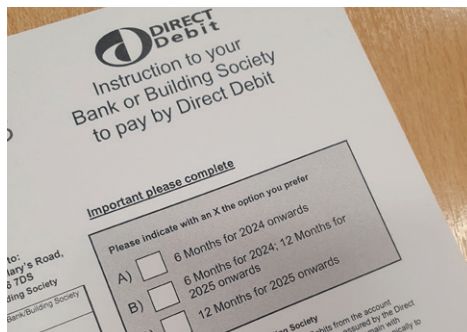
.....
IT'S THAT SIMPLE.
.....

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!*





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.

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. Timeshare owners, whose clubs are in EUROC Membership, will receive higher priority and enhanced service.

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 from EUROCC

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.



Holiday Planner

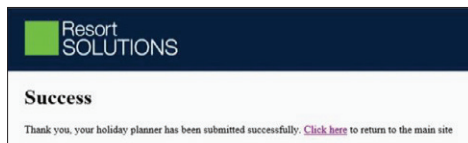
Don't Forget To Send Us Your Holiday Planner

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



Complete your Holiday Planner

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 Lanzarote

What You Need to Know about ETIAS

The EU are due to make a decision on the introduction of ETIAS by the end of 2023.

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.

www.canarianweekly.com/posts/9-things-you-need-to-know-about-ETIAS-before-it-is-launched-in-2024

Advice **For Owners**

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

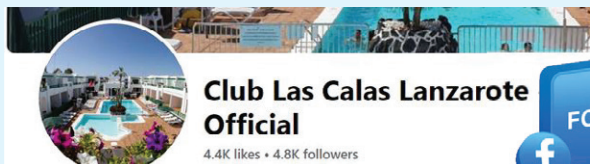
You can allow your family or friends to use your week(s). Just let RSL know prior to travel.

*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.

Keep up to Date with News and Events

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Owners only Half Board Offer



**Fabulous half board offer for owners at Las Calas.
Just £475**

Travel dates January – February 2024*

In a 1 bedroom apartment

Based on 2 people sharing

Includes 5 x Breakfasts & 5 x 2-course Evening Meals

Vegetarian options available

to book call 01858 431160 or email

admin@resort-solutions.co.uk

Quote CALASHB0124 Book by 31st December 2023

*T&C's apply, subject to availability , full payment required at time of booking, not transferrable, new bookings only, no cash value – use within one week's stay

