



Chairman's letter

Dear Owners,

We have had yet another very busy year and I am privileged to have again been re-elected as your Chairman by my fellow committee members whom I would like to thank, along with Lindsay Arrowsmith our Resort Manager and Vicky Dubois-Sandy our RSL Account Manager, for their ongoing support over the last year.

I was out at Calypso in June and the resort was looking fantastic. It was clean and tidy, the apartments looked very well maintained both inside and out, the pool looked very inviting and the gardens were beautiful. I can also tell you that the resort was full, in fact it has been fully nearly all year round and the first availability we have at

the moment is March 2024. Yes you may have seen one or two empty apartments but these were apartments of owners that hadn't travelled for one reason or another or no shows from a third party such as RCI or 7Across which we had already received payment for.

As a number of you may already have found out, because of the high occupancy levels, there is less opportunity to book extra weeks for the time of year/preferred apartment that you would like and again I would urge you to seriously consider purchasing extra weeks if you think you will want such weeks at the same time each year.

With this in mind I would like to give a big, warm welcome to all our new owners, those

I have already met and those I hope to meet at some point in the future – welcome to our resort and our “family”. We hope you continue to be in love with Calypso for many years to come and if there is anything you wish to know then please do not hesitate to ask. Your committee members are on the resort at different times of the year and our email addresses are at the end of my letter. Lindsay is available on the resort and you can make an appointment to speak to her in private through the girls in reception, but please bear in mind she is a very busy lady keeping us all happy and the resort in tip top condition. Vicky and the team at Resort Solutions in the UK are available if you have any issues that you would like to discuss. We are all a pretty friendly bunch really and if we can help you, we will.

For the benefit of our new owners the owner benefits are as follows:

- Free sunbed cushions (up to 2 for a 1 bed and up to 4 for a 2 bed based on actual occupancy)
- Free beach towels (up to 2 for a 1 bed and up to 4 for a 2 bed based on actual occupancy)
- Free safe hire
- Free WiFi.

Please note that the allocation of sunbed cushions and beach towels is done strictly on the basis of the number of guests actually occupying the apartments ie 2 guests in a 2 bedroom apartment are entitled to 2 not 4 sunbed cushions and 2 not 4 towels.

Owners will receive the above benefits as follows:

- When occupying the apartment they own
- When renting additional weeks for themselves
- When using an exchange company to exchange back into Calypso.

If an owner rents weeks on behalf of family/friends they will not be entitled to the owners benefits but will now receive a 10%

Family and Friends discount off the non-owner rental price.

If an owner gifts an owned week to family/friends they will be entitled to the benefits.

If an owner does an internal exchange for themselves or friends/family they will be entitled to the benefits.

For your information:

To date we have collected 96.65% of all maintenance fees invoiced for 2023 so thank you all for your continued support in keeping our resort viable and available for all of us.

Our Resort Financial Controller at Resort Solutions has been able to secure a figure of 1.16 euros to the pound for the 2024 budget.

Due to careful management of the budgets your committee have been able to keep the 2024 maintenance fees below UK inflation.

1 bed apartment	£455
2 bed apartment	£518
2 bed 2 bath apartment	£545

Unfortunately, due to the adverse rate of exchange for the Norwegian Krone, the increase in maintenance fees for anyone paying in this currency will be higher than inflation. This is outside of anyone's control.

I am pleased to report that a further 2 kitchens have been completed with 16 more to do. As you can imagine when the resort is full it is very difficult to block a number of apartments out, but they will all get done as soon as possible and I know Lindsay is busy scheduling them in.

The biggest improvement so far is the new wifi system which is now up and running. I can hear all those that have experienced it cheering and we hope you are happy with it, but please remember that if you log in on your Netflix or Amazon Prime Account, you must log out prior to departure.

For those of you that like to book an extra night when it's possible to do so,

the charges next year will increase from 60 euros to 70 euros per night for a one bedroom apartment and from 70 euros to 85 euros per night for a two bedroom apartment. I am sure you will agree that still represents great value.

Please remember that if you refer a new friend or family member who purchases a five year membership, or long term ownership at Calypso you are entitled to a complimentary week's holiday at Calypso. Please also remember the flexibility of the part-exchange programme which is in place to adapt to owners' changing circumstances.

Emergency phone number. Following the committees decision to implement a fee if owners persisted in calling this number for non-urgent matters I can confirm that we have been monitoring the situation and so far it seems the deterrent has been effective. Lindsay has not had too many rude awakenings for trivial matters and we have not had to implement the fee **but** we are still monitoring the situation and will, if needs be, enforce the fee.

I would also like to remind owners that we have our own website www.clubcalypso.co.uk. It is well worth logging on and going to the Owners Section as there is so much information which will help you with your travels and keep you up to date with the Club news. You will also find this year's annual newsletter in the owners' section of the website.

Unfortunately, I have one negative issue that I need to address and that is rudeness to our onsite staff regarding the reserving of sunbeds. This is not acceptable. We will not tolerate rudeness to staff on any level and if it is reported to us we will take the necessary action.

Many resorts have sunbed wars. At Calypso we seem to have "sunbed placement wars". There are more than enough sunbeds to accommodate everyone on the resort but it transpires

that there are some owners who are of the opinion that they own a certain "spot" around the pool whilst they are on holiday and will go to any length to reserve that spot. This is totally unreasonable and causes a great deal of grief to the onsite team as well as other owners and guests.

We run a tight ship to keep maintenance fees down and we do not have the extra staffing resource to have staff constantly running around removing sunbed cushions and towels which have been left out on the sunbeds overnight or for hours before they are actually used. If the situation doesn't improve and we have to employ more staff for this purpose, it is all of us who will have to foot the bill through increased maintenance fees, because of the unreasonable behaviour of a few owners.

By all means if you are using your sunbed you can leave it for a short time for example to go to your apartment for breakfast and lunch but you cannot reserve your sun bed while you go down the front for breakfast, go shopping for 2 to 3 hours or go to the markets in the morning and expect your sunbed to still be reserved ready for you to occupy hours later.

So please, do not partake of this practice and more importantly do not be abusive to the onsite staff or to any other owner.

I look forward to seeing those of you that can make it to the AGM on Thursday, 16th May, 2024 at the Three Swans, Market Harborough. For those of you that can't make it please do not hesitate to send in any questions you have, in advance, either by post or email to Resort Solutions Limited by Friday 3rd May at the latest.

These questions will be answered in the minutes of the meeting which will be sent to you by email again this year in order to save on postage costs. Please make sure that Resort Solutions Limited have your current email address.

All that is left for me to say is that I would like to thank all owners for their continued

support, all members of staff at Calypso for keeping our resort looking so beautiful, enjoyable and up to RCI Gold Crown targets and to all members of staff at Resort Solutions Limited for the work they do in the UK. You are all amazing. Your Committee, Mandy, Anne, Gregg, Geoff and I would like to wish you a very happy Christmas and a healthy New Year.

Freda Devonshire
Committee Chairman

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Anne anne.vickerstaff@ntlworld.com
Greg graham.les2@talktalk.net
Geoff dieseldoc46@gmail.com

Site Update

NEW Internet & WiFi System

In September the new internet & Wi-Fi installation began onsite and continued over a two week period.

Every apartment now has its own router enabling high speed Wi-Fi and coverage throughout the resort.

The Wi-Fi PIN codes are available through reception and this service is free of charge for owners in their ownership weeks and when renting for their own personal occupancy.

New 43" smart TV's have also been installed in each apartment. If you have

your own personal Netflix, Amazon Prime or Disney accounts, you can log on to your account on the TV's.

Please remember to logout of these accounts before departing the resort.

A laminate is in each apartment listing the TV channels on one side and instructions on how to log in to the Wi-Fi on the other side.

Kitchen Refurbishment

The refurbishment of the kitchens continues on the resort and all remaining apartments have been blocked when occupancy allowed, on a rolling programme in preparation.



Four more kitchens will be refurbished at the end of 2023 and the remaining twelve apartments will be refurbishment between January and June 2024.

Housekeeper Pilar

Our wonderful housekeeper Pilar hit a 25 year milestone with the company this year.

We would like to thank Pilar for all the wonderful work she has done running the housekeeping department and her team of ladies. I'm sure you will agree they are all fabulous and do a great job.



Insurance and **GHIC Cards**

Going to Diamond Club Calypso or anywhere in Europe?

Check you have a valid GHIC Global Health Insurance Card.

Since BREXIT it appears a lot of guests think that the older EHIC cards are no longer valid and don't know the UK has reached an agreement on health care when visiting the EU and the older EHIC cards have been replaced by GHIC cards.

These cards give you access to state-run hospitals or GPs in European countries and replaced the EHIC cards. They are free of charge, please beware of unofficial websites that charge you a fee to apply!

These are NOT a substitute for travel insurance though - use them in combination. This is so important as the unexpected can happen to anyone, make sure you are adequately covered for treatment costs and repatriation if needed!

Please make sure your Insurance company is informed of any pre-existing medical conditions.

You can apply for these cards on the NHS website by clicking on this link.

<https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>



Diamond Club Calypso **AGM**



The 2024 Annual General Meeting will take place at the Three Swans Hotel, Market Harborough on Thursday 16th May 2024 at 10:00am.

Further information will be forwarded to all owners closer to the date.

Your Owner Benefits

There are many benefits of being an owner that you cannot see. The guarantee of getting your own familiar apartment in the week you want, meeting up with friends each year and taking away great holiday memories.

Then there are other more tangible owner benefits which owners can enjoy when occupying your own apartment and week, or if you gift your owned week to family or friends. You can also enjoy the same benefits when renting an additional week at Calypso for yourself. These benefits include:

- ***Free sunbed cushions (up to 2 for a 1 bed and up to 4 for a 2 bed)***
- ***Free beach towels (up to 2 towels for a 1 bed and 4 towels for a 2 bed)***
- ***Free Wi-fi***
- ***Free safe hire***

Unfortunately if you rent a week on behalf of family and friends you can't pass these owner benefits over to them however, they will receive an additional 10% off non-owner rental prices.



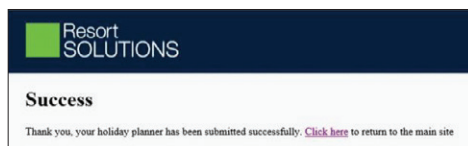
Don't Forget To Send Us Your Holiday Planner

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.



Complete your Holiday Planner

- *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!**

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.

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



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.

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

Resort Solutions can assist Owners in paying their Maintenance Fees by spreading their payments by using Direct Debit. There is no administration fee if you elect to pay by this method, and you can pay your 2024 invoice over 8 months commencing January 2024. Simply return the completed Direct Debit Mandate enclosed with your invoice pack.

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.

Resort SOLUTIONS

Please fill in the whole form and send it to:
Resort Solutions Limited, St Mary's House, St Mary's Road,
Market Harborough, Leicestershire LE16 7DS
and full postal address of your Bank or Building Society

Bank/Building Society

Postcode

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Originator's Identification Number
8 3 8 1 3 4

Instruction to your Bank or Building Society
Please pay Resort Solutions Limited Direct Debits from the account
detailed in this instruction subject to the safeguards assured by the Direct
Debit Guarantee. I understand that this instruction may remain with
Resort Solutions Limited and, if so, details will be passed electronically to
my Bank/Building Society.

Signatures

Date

DD04

Societies may not accept Direct Debit Instructions for some types of account
Society and must be detached by Resort Solutions Limited before
side of your invoice)

(RS)

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.



Pack your bags for some Spring Sunshine!



Take a spring break in Calypso for just £295

Travel dates April – June 2024*

In a 1 bedroom apartment

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

Quote CALY2024 Book by 31st January 2024

*T&C's apply, subject to availability , new bookings only. Includes Easter.