



Chairman's letter

Dear Fellow Owners,

I am pleased to report that 2023 has been another good year for the club and we are now seeing more owners returning to holiday at Maritima.

I have visited the club twice in the last year, once in November and again in January and once again it's great to see that further improvements have been made.

Much to the delight of the majority of owners and guests, all apartments have now had a bedroom refurbishment. The 2 bedroom apartments now have a super king size bed in one of the bedrooms and we have replaced all the blankets with duvets.

The solar panels are now fully operational, and we finally have had permission to connect them to the network so hopefully this will help us manage our electricity costs going forward.

Many of you will be aware of the problems we had with the bi-fold doors at the front of the bar. We are pleased to report that these have been replaced with sliding doors and look fantastic. Even more reason for you to support the bar when you are next onsite!

Lindsay's report in the newsletter has more information on improvements happening onsite. The full version of the newsletter can be found on the owners section of the Club's website: www.clubmaritima.co.uk.

Chrissy continues to do really well promoting ownership at Maritima. To date he has sold more weeks than have been returned to the Club in 2023. This is a great position to be in and helps secure our financial stability.

With rising costs both here and in Lanzarote it won't come as any surprise to owners that the Committee have had to increase the maintenance fees for 2024. However, despite rising costs and only being able to set a budgeted rate of €1.16, compared to €1.18 for 2023, we have kept the increase below the rate of UK inflation. The 2024 maintenance fees have been set at £365 for a one-bedroom apartment at £413 for a two-bedroom apartment, just an increase of £20 and £23 per week respectively.

I hope you will agree that ownership at Maritima still represents excellent value for money. Not only are we continuing to improve the overall standard of the resort, but we are also very fortunate to have the

support and assistance from our dedicated onsite team when we need it.

I would like to thank you all for your loyalty and support this year, as at the end of September almost 97% of maintenance fees invoiced for 2023 had been collected.

I would also like to thank my fellow members on the Committee Nellie & Sue for their support and assistance over the last year, and also to Vicky at Resort Solutions and Lindsay and her on site team for their invaluable help this past year.

Finally, I look forward to seeing those of you that can make it to the AGM on Wednesday, 15th May, 2024 at the Three Swans, Market Harborough, but in the meantime I will wish you all a very Happy Christmas and hopefully a prosperous New Year.

Regards.

Barry Clark
Chairman Club Maritima.

Site Update



Bedroom refurbishment

The refurbishment of the bedrooms was completed in December 2022.

The colour scheme matches the lounge colours in shades of grey, silver, turquoise and teal. The bedrooms look light, bright, modern and comfortable.

The one bedroom apartments have two single beds and the two bedroom apartments have two single beds in the rear bedroom and a super king bed in the front bedroom.

Bedspreads and blankets have been replaced with duvet covers.

New pergola doors

New aluminium sliding doors have been fitted to the pergola area outside the bar. The previous bi-fold doors had become a



safety concern and needed replacing.

A new aluminium sliding door has also been fitted in reception. This makes the reception appear a little bigger now the door slides open and doesn't open inwards.

Solar

The solar installation was completed earlier in the year. The red tape of the legalisation process took a lot longer than originally anticipated but has now been completed and a new contract signed with the electricity provider at more competitive rates.

Plans for 2024

We constantly strive to make improvements on the resort to enhance the holiday experience for all our members and guests.

We have recently ordered new rattan type patio furniture for all the apartments. Chair cushions have also been ordered for extra comfort making sipping your holiday G&T on your terrace more comfortable. There will be a table and four chairs in the one bedroom apartments and a slightly larger table and six chairs in the two bedroom apartments.

The arrival date for the new furniture is estimated mid February – mid March 2024

The liner of the swimming pool is now 9 years old and showing signs of age.

The work to replace the present liner will commence in December 2024. We are also adding mood lighting inside the swimming



pool to create a lovely ambiance around the pool area.

Stored luggage

We have requested previously that any stored bags we have onsite be limited to a small hand luggage size case / bag. We simply don't have the space to store the number of bags being requested. We still have a number of owners who have bags and cases a lot bigger than a small hand luggage size, including large suitcases and large laundry type bags.

The weight in some of the large luggage also surpasses 25 kilos which is also a health & safety issues for the staff.

From January 2024 we will ONLY ACCEPT into storage, bags / cases of the correct size and only one bag per ownership.

We cannot accept beach parasols, folding beach chairs, cushions, pool inflatable's etc as separate items. If it isn't inside the small bag / hand luggage case we can't accept it.

Unfortunately if the left luggage situation continues we will have to remove this complimentary service all together.

Holiday Planner

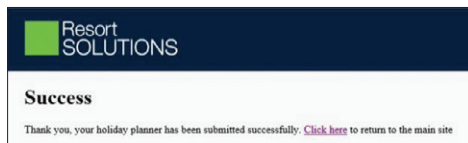
Don't Forget To Send Us Your Holiday Planner

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

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.

Diamond Club Maritima **AGM**



The 2024 Annual General Meeting for Diamond Club Maritima will take place on Wednesday 15th May 2024 at 10:00am.

It will once again take place at the Three Swans Hotel in Market Harborough, Leicestershire.

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



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.



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.

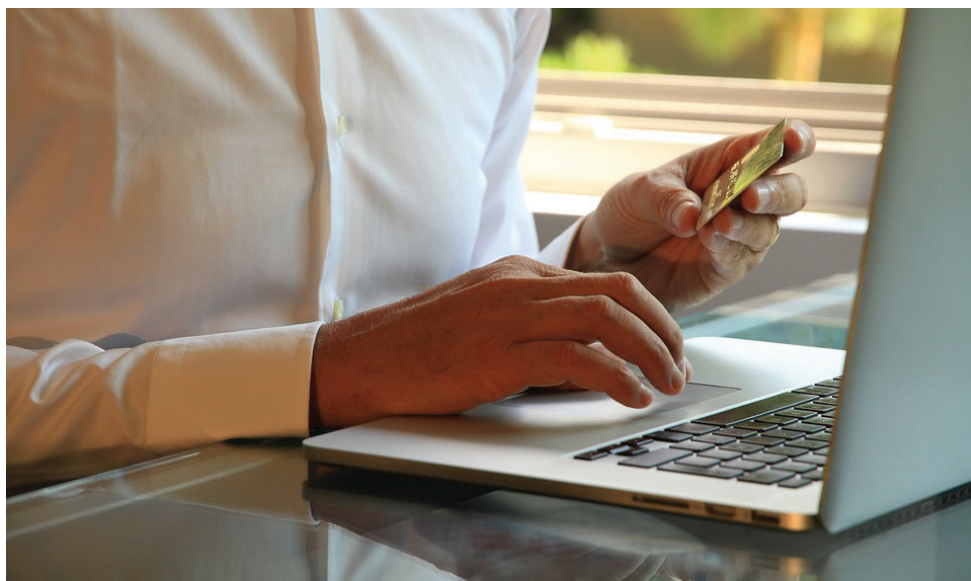
Direct Debit

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.

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IT'S THAT SIMPLE.
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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!*

DIRECT Debit
Instruction to your
Bank or Building Society
to pay by Direct Debit

Important please complete

Please indicate with an X the option you prefer

A) ☐ 6 Months for 2024 onwards

B) ☐ 6 Months for 2024; 12 Months for 2025 onwards

C) ☐ 12 Months for 2025 onwards

Debts from the account are assumed by the Direct Debit Guarantee to be repaid by the account holder



Pack your bags for some Spring Sunshine!

Take a spring break in Maritima for just £295

Travel dates April – May 2024*

In a 1 bedroom apartment

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

Quote MARIT2024 Book by 31st January 2024

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