



NEWS UPDATE

Club Monte Carvoeiro



SPRING 2021

www.resort-solutions.co.uk



Chairman's letter

Dear Fellow Owners,

I hope this letter finds you all safe and well in what continues to be difficult times for many. I would never have envisaged when I wrote my first newsletter last year we would still be going through this pandemic.

Hopefully, we can see some bright light at the end of this long tunnel with the UK vaccination program going well and case numbers dropping not only in the UK but in Portugal generally as well.

Both the UK and Portuguese governments are making positive noises with regards to reciprocal travel arrangements, so fingers crossed in that department.

I would like to thank all our owners for their

continued support of the Resort, and also Natalia and Valdemar who have tirelessly worked to adapt the Resort to the ever-developing situation. My thanks also go to Brad and the whole team at Resort Solutions for their contribution.

We had planned to update the interior décor and furnishings of the first 14 apartments to be refurbished but this has been delayed by the impact of the COVID-19 pandemic. Over the last winter, Valdemar has updated the interior painting of those apartments and the whole resort is in an excellent condition.

The guest feedback and comments from the reduced numbers of owners who visited Monte Carvoeiro in 2020 and more

recently continue to remain excellent.

The ability to maintain the Resort in such good condition is not just down to appearances alone but also the Resort remains in a very strong financial position which has only been possible with the support of all those owners who have paid their maintenance fees, despite many not being able to travel – myself included.

In fact, we have collected in excess of 98% of the fees due which in a normal year would be a great result but during a pandemic shows the excellent support of the owners and their love of Monte Carvoeiro.

You will notice that we have not produced our normal glossy, full colour newsletter again this year. For reasons of economy (of both printing and postage costs), we have made the decision to produce 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 important news regarding a new method of paying your fees and I recommend that you take a look.

This now brings me on to drawing your attention to your 2021/2022 maintenance fee invoice which is enclosed. The Committee are delighted that for the third year in a row, we have been able to keep the maintenance fees at the same level as last year. Whilst this is excellent news and I am sure welcome, owners will no doubt be keen to understand what else the Resort can offer for those whose travel plans have been disrupted over the last 13 months.

When I last wrote to you back in February 2021, I set out in some detail how we intended to perform the calculation of the

maintenance fee credit for those owners whose travel plans have been affected by the COVID-19 restrictions since the beginning of the pandemic. I am pleased to announce that those calculations have now been finalised and were approved at our last Committee meeting.

Accordingly, any owner (who was not able to travel and meets the criteria of not having rented out or exchanged their weeks) since the beginning of the COVID-19 restrictions (check-in dates from March 21, 2020) up and until the end of March 2021 (check in date of March 27, 2021) and who pays the standard maintenance fee will receive the following credits:

For each T1 week owned	£216
For each T2 week owned	£270

This credit represents just under 44% of the maintenance fee you will have paid. The credit appears on your maintenance fee invoice which, as mentioned, you will find enclosed. The Committee are delighted with the extent of the savings which Resort Solutions and the on-site team have managed to achieve over the past 12 months and it is a testament to how well managed the Resort is that we are able to pass these savings back to owners.

As I explained in my previous communication, credits will only initially be applied to those weeks affected by COVID-19 to the end of March 2021. The reason for this is simply one of timing. The Committee were keen to ensure that the credits were shown on the enclosed invoices and to enable this to happen, a cut-off point of the end of March 2021 had to be applied for this initial round of credits.

For those owners with weeks in April and May 2021, if they are unable to travel and meet the specified criteria, they will receive the same credit as those in the period to

the end of March 2021. However, these credits will not be applied until after the financial year end (May 31, 2021) when the number of weeks affected in April and May 2021 are known with certainty. Effectively a second round of credits, will be applied to these owners during the course of June 2021.

Therefore, by the end of June 2021, the Committee would expect any owner who has been unable to travel to the Resort since the start of the COVID-19 outbreak (and who meets the criteria) up and until the end of May 2021, to have received the respective maintenance fee credits due on their account.

Accordingly, the maintenance fees due for the year ending May 31, 2022 will be reduced by the maintenance fee credits applied and owners paying by direct debit will see their payments reduced as well.

Whilst on the subject of payment, we were pleased to introduce last year a fee-free method of payment by direct debit. We are making this method of payment even more attractive this year with the introduction of a 12 month direct debit option which will spread your maintenance fee payments evenly over 12 months, with 5 monthly payments in advance and 7 monthly payments in arrears of the financial year end.

More information is included in the online Newsletter and the necessary forms are included in this invoice pack, for those of you who would like to avail yourselves of this payment option.

Following the Prime Minister's announcement of his roadmap out of lockdown and after his recent updates, it is possible that travel to Portugal may resume from May 17, 2021. However, the Committee are very realistic about the possibility of further disruption and it may be that travel is not possible until

the end of June 2021 and maybe even later. Obviously, the Committee will look to treat any owners whose plans are affected by further travel restrictions in the new financial year in the same fair and transparent manner that we have treated those affected up to the end of May 2021. However, it is too soon to say what form this might take and it will depend on a number of factors.

These include the length of time any travel restrictions remain in place, the amount of cost savings the Resort is able to achieve and the level of maintenance fee payments remaining at the same high level that they have in the current year.

As outlined in many of my communications over the past 12 months, owners have options with respect to how they make use of their weeks if travel restrictions remain in place and all are encouraged to familiarise themselves with the guidance previously issued in my various updates and by Resort Solutions via their website on exchanging your week with an exchange company or via internal exchange. This advice is updated and repeated in the current newsletter on the Resort Solutions website.

In terms of the AGM, our intention is to hold this on Thursday November 18, 2021, however this may be subject to change if restrictions continue in some form that would prohibit such meetings. I hope to be able to write to you with the AGM notice pack later in the year.

I would like to take this opportunity to thank you all for your ongoing support of the Resort, and I hope we are all soon able to holiday at Monte Carvoeiro once more.

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

Yours sincerely
Peter G. Kennedy
Chairman



Dear Owners,

Greetings from a very quiet Monte Carvoeiro, our team are so missing the usual busy Spring time feeling around the resort and we are definitely experiencing somewhat different times.

We are however pleased to report that work is carrying on here as normal in terms of keeping the resort in top form for your return. Our aim is to continue keeping your beautiful resort in good condition and work is well in progress with regards the interior painting of some of the T2. apartments which were most in need of a refresh. Valdemar has completed a total of 9 - T2. apartments and they now look clean and fresh for the next busy season ahead.

Whilst keeping the costs down as and where possible, the gardens and common areas continue to be well cared for by Antonio, our designated and devoted gardener. Most of the housekeeping staff are currently on furlough and the team onsite are concentrating more on a thorough apartment deep clean.

There is good news in that the Local Câmara (Lagoa Townhall), have commenced the works in reconstructing the old garbage bins situated in Monte Carvoeiro Block A area, behind the T1 apartments into a brand new eco-friendly station.

Thankfully, our local onsite supermarket “Favorita” is still operating albeit some reduced hours on the weekends.

The Monte Carvoeiro restaurant square is still very quiet, Luis and Cátia are looking at re-opening the Cocktail Garden Bar on April 19th and the old Fernando’s Stone Steak is currently undergoing major renovation to re-open as an entirely new Mediterranean restaurant. The O’Salmão and the Jazz Club Bar are currently still on the market for sale. Tiffany’s Bar are open and already very busy with local residents. Jorge has also placed the re-opening of the Cascata Pool Bar on standby pending our guest occupancy in the near future.

Portugal’s second phase re-opening of the lockdown has brought about a lot more activity in the Carvoeiro town with

desperate folk enjoying their favorite tittle and soaking up the sunshine on the restaurant and coffee shop terraces. Museums, theaters and the secondary schools have also resumed activity during this phase with new measures announced on April 15th.

This will hopefully bring positive news for further re-opening until such time that Portugal will be safe to receive tourists and business to resume as normal.

Together with the management company, revision will be made on contingency plans, risk assessments and cleaning protocols in order to make the return to your beautiful resort as safe and clean and possible.

For those owners who did not manage a chance to visit last year, we look forward to welcoming you back here again as soon as possible.

Natalia



AGM News



The Annual General Meeting for the Monte Carvoeiro Resort will take place on Thursday 18th November 2021 starting at 1:00pm.

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

12 month Direct Debit option 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.

We are delighted to announce the ability to make 12 monthly Direct Debit payments for your annual maintenance fees.

This will be available to all Owners with a UK bank account.

All direct debit payments, in respect of 2021/2022 fees will be taken over 6 months (July-December 2021) in accordance with previous practice. The new system of 12 monthly payments will only come into effect from January 2022 with respect to 2022/2023 maintenance fees.

The new 12 monthly plan will take five payments in advance of the due date and then seven credit payments post due date.

The due date for your payment of your 2022/2023 maintenance fee will be 1st June 2022. The programme will start five months prior on 15th January 2022 and continue taking monthly payments on 15th February, 15th March, 15th April and so on ending 15th December 2022, which then completes the 12-month payment option.

The first four payments will be based on the 2021/2022 maintenance fees and when the 2022/2023 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2022/2023 fees are taken over the remaining eight payments.

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IT'S THAT SIMPLE.
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If this sounds like the thing for you, 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 this great new service, 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.

Remember there are no charges for Direct Debits!



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.

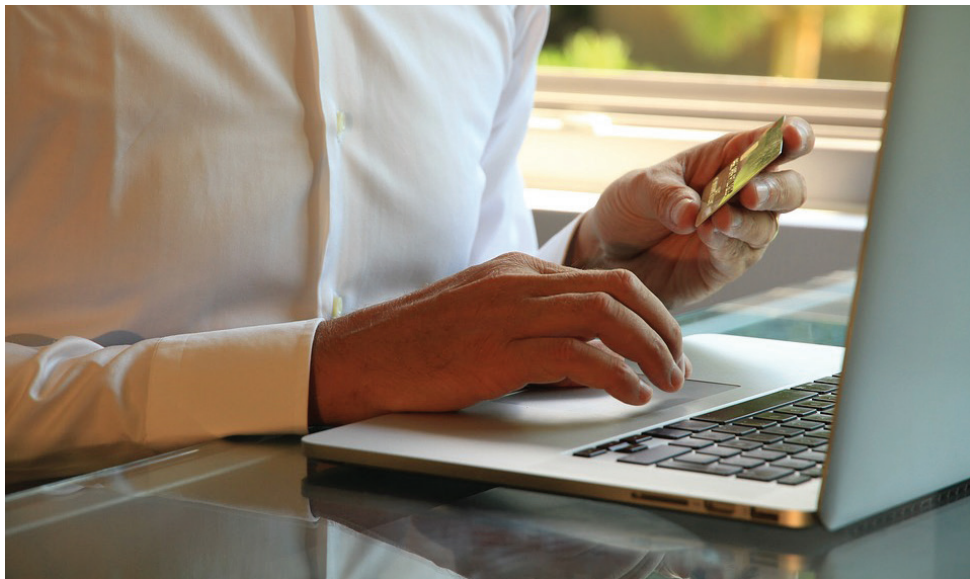
Direct Debit

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 2021/22 invoice over 6 months with the option for 2022/23 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
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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.



Its fair to say that since early 2020, we have found ourselves experiencing very challenging and difficult times with so much uncertainty that has impacted our personal and professional lives in many different ways.

Like many other businesses and industries; timeshare clubs and resorts across the U.K and the rest of mainland Europe have faced a very difficult time after being forced to close their doors to all owners' and guests due to the ongoing COVID-19 pandemic and the travel restrictions that have been put in place by governments. All EUROC member clubs and resorts have continued to work tirelessly throughout this time to keep their day-to-day club operations afloat but most importantly, their efforts have been dedicated towards implementing policies and procedures to ensure that their staff, owner and guest safety was their top priority for when their club is able to open its doors again.

Although many areas of the travel and tourism industry have suffered greatly because of the COVID-19 situation, the timeshare sector has proved just how robust it actually is and this has been mainly down to good strategic club and committee management but most of all, it is down to the continued support, loyalty and understanding of timeshare owners who have stood by their clubs during the unfortunate and unforeseen circumstances they were faced with.

Recently, there has been a substantial increase in the amount of contact made by fraudulent operators who are targeting timeshare owners, by using the COVID-19 situation to their advantage, and offering them ways of exiting their timeshare or some kind of 'too good to be true' offer.



Some owners have sadly parted with large sums of money and have fallen victim to such scams.

EUROC works alongside the relevant parties involved in protecting timeshare owners from such activity. It is our advice to you that it is more important now than ever before that you stay alert to this type of activity and tread with caution at all times should you receive any form of unsolicited contact regarding your timeshare by phone or email. If you wish to discuss your timeshare ownership at any time, please contact Resort Solutions or your resort committee and do not engage with any 3rd party company to be on the safe side.

There is much still to be done, but EUROC continues to remain on course to fulfil its aim of being the organisation recognised as the independent and definitive timeshare owners' representative organisation in Europe. The organisation will continue to facilitate and encourage a platform whereby timeshare club and resort representatives can join forces and work together, find solutions to common issues, share best practice and continuously explore ways to encourage and enhance owner engagement and their timeshare experiences.

As we leave the winter behind, the outlook for timeshare is hopefully a positive one given that 'self-catering holidays' are the new holiday trend and will be in very high demand for some time to come. There has never been a better or more important time to continue with your timeshare ownership and offer your ongoing support to your club to ensure that you secure your future holidays so that you can get back to spending quality time and making memories with your family and friends at the resorts you have grown to love over the years.

TIMESHARE SCAM WARNING TO ALL TIMESHARE OWNERS

Over recent months and in light of the COVID-19 situation, there has been a significant increase of fraudulent activity and unsolicited contact taking place. Timeshare owners are being targeted with nuisance calls and emails from rogues who are offering them ways to exit their timeshare or in some cases, offering some form of 'too good to be true reward' offer. Some owners have sadly fallen victim to such scams and have innocently parted with large sums of money and received nothing in return.

All timeshare owners are being advised to exercise extreme caution and due diligence if you receive any form of unsolicited contact from any company contacting you regarding your timeshare.

If you are contacted, 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.*
- *Promise you a large cash reward or invite you to a sales presentation that is not at your Home Owner Club*
- *Claim to already have a buyer for your timeshare.*
- *Tell you not to speak to your club or resort 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.*

What to do if you are contacted, are thinking about engaging with the 3rd party or have parted with any money?

Primarily, always contact the team at Resort Solutions Ltd or your Committee (admin@resort-solutions.co.uk or 01858 431160)

In the first instance, it is strongly recommended that you always contact the team at Resort Solutions Ltd to discuss any concerns or questions you have relating to your timeshare before engaging with any 3rd party claims management company and/or solicitor offering you a way to exit your timeshare or offering you some form of reward.

It is advised that any timeshare owner receiving any form of unsolicited contact (such as a cold call, text message or e-mail) from a 3rd party company or solicitor should report this as soon as possible by completing the following online form: <https://timesharebusinesscheck.org/cold-calling-data-theft/>

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

1 Bank your weeks with an exchange organisation

If you are unsure whether you will travel or not, you have the option to bank your weeks with either RCI (if you are a member of that organisation) or 7Across. Various costs will or may be payable depending upon which organisation you use and the length of time in advance that you bank your weeks. However, in both cases, it will be possible to take your exchange weeks within two to three years of you banking your weeks (subject to the terms of the respective organisation).

Contact details for the respective exchange organisations are as follows:

RCI

Website: www.rci.com

Telephone: 0345 60 86 380



7Across

(Formerly Dial an Exchange)

Website: www.7acrosseu.com

Telephone: 03546 086375



3 Place your weeks on the rental program

You can place your week(s) up for rent with Resort Solutions by requesting, completing and returning a rental agreement. We will do our best to rent it out for you. Contact RSL on admin@resort-solutions.co.uk

2 Request an internal exchange for later in the same maintenance fee year

Owners are able to request an internal exchange for occupancy into another week in the same maintenance fee year, subject to the request being made at least **8 weeks** in advance of their occupancy date and to there being available 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

4 Gift it

You can allow your family or friends to use your weeks. Just let Resort Solutions know prior to travel.

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