



NEWS UPDATE

Club Monte Carvoeiro



SPRING 2022

www.resort-solutions.co.uk



Chairman's letter

Dear Fellow Owners,

I am very pleased to be able to write to you at this time with practically all Covid-19 related travel restrictions removed and only a simple Passenger locator form required prior to entry to Portugal – although it is always better to check for latest guidelines before travel.

As mentioned, when I wrote to you in February, we are seeing good levels of enquiries for the coming year, and hopefully this year will see all of our owners travelling and the Resort as busy as it was prior to the pandemic.

This shows testament to Natalia, Valdemar and the whole on-site team who have ensured the Resort was maintained and operated responsibly during the last two

years. I would also like to offer at this time my grateful thanks to Brad and the team at Resort Solutions for their help and guidance together with my fellow committee members.

In February I confirmed we had reviewed the cost savings achieved against budget for the period up to week 40 by referencing the Resorts management accounts from May to December 2021. The maintenance fee credits due to applicable owners of £122 per week for T1 and £152 for a T2 have now been applied to their accounts and will show on the 2022/2023 maintenance fee invoice which is enclosed.

You will recall during the last two years the committee decided to hold the maintenance fees at the same level as they were for the

year 2019/2020 so in fact for three years in a row maintenance fees have not increased. However, this cannot continue.

Therefore, after careful consideration the committee has decided to increase the fees this year by 4% making the following change:

For each T1 week owned, from £493 to £513
For each T2 week owned, from £615 to £640

Whilst an increase is never good news, I am sure you will agree that given the current level of inflation and cost of living generally, the maintenance fees still represent excellent value for money.

It has been down to the hard work of everyone involved with the management of the Resort and those loyal owners who have paid their fees, when due, that has enabled the committee to keep this increase to the level it has.

Whilst on the subject of payment, we continue to offer a fee-free method of payment by direct debit including a 12-month option which will spread your maintenance fee payments evenly over the calendar year, with 5 monthly payments in advance and 7 monthly payments in arrears of the financial year end.

The necessary forms are included in this invoice pack, for those of you who would like to avail yourselves of this payment option.

The Committee are currently obtaining quotations for the replacement of the interior furnishings and a refresh of the original 14 apartments which were upgraded prior to 2011/2012. This process is moving forward well and we expect to complete the work over the winter of 2022/2023.

The guest feedback and comments owners and guests alike continue to give excellent feedback.

The whole Resort is looking resplendent with the various businesses around the square opening again for the season including the pool bar.

As mentioned in my February letter our

Resort Manager Natalia has taken over the responsibility for sales at the Resort and I am pleased to say she has got off to a flying start in selling our un-owned weeks.

So, if you would like another week or two (or more) at Monte Carvoeiro, or would perhaps like to swap your weeks for a different time of year or, you are looking to sell one or all of your weeks, please do get in contact with Natalia directly or with Resort Solutions - details are as follows:

Natalia's contact details are as follows:

Email:porterreno_nat@hotmail.com

Telephone:+351 282 350 111

Sales enquiries can also be directed to Resort Solutions as follows:

Email:admin@resort-solutions.co.uk

Telephone:+44 (0)1858 431160 (then select option 3, followed by option 1)

You will notice once again we have not produced our normal glossy, full colour newsletter this year. This ensures we keep printing and postage costs to a minimum. We have produced an electronic newsletter which has been posted to the Resort News section of the Monte Carvoeiro page on the Resort Solutions' website (www.resort-solutions.co.uk).

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

In terms of the AGM, our intention is to hold this on Thursday November 24, 2022 and hope to be able to write to you with the AGM notice pack during September.

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

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

Yours sincerely,

Peter G. Kennedy
Chairman

On Site Update

Dear Owners,

It is finally beginning to feel like the “new normal” again and I am predicting that this is going to be one very successful year. Occupancy levels reflected positively with 33%, 69% and 53% from January to March this year and unlike the previous year, there was a good number of tourists about the resort and town.

Although there was such a desperate need for rain in Portugal, January and February brought about some spectacular warm sunny days. Those owners that took advantage of the Owner Winter rental promotion during this time were so thrilled with the weather that they promptly booked again for 2023.

In March the much-needed rain finally arrived, and this delayed a few of the programmed works around the resort such as the exterior painting of the entire poolside

block, which I am pleased to report is now completed.

The condominium Block A repair works around the reception area, onsite supermarket and Mama Mia's coffee shop are also very near completion with only painting left to be done, weather permitting. The underground caves beneath the same condominium block also underwent major repairs to the ceilings and are also very near stage of completion.

I have been working closely with the management company and the Monte Carvoeiro Owners committee and I am so excited to let you know that planning of the next refurbishment phase over the next Winter is well underway. This will be the 5 one-bedroom and 9 two-bedroom apartments previously refurbished in 2012. Although the project consists mainly of a furniture and fittings replacement package,



there will be apartments that will have some improvements and repairs done to the kitchen and bathrooms without involving any major construction works. Valdemar is already working on an extensive list of maintenance jobs to be completed during the course of the year and subject to occupancy of the units concerned.

We have a new hairdressing salon that has recently opened for business onsite, next door to the supermarket on the site of the former spa and massage shop. They offer an extensive range of services, manicures, massages and facials, a real treat for the ladies. The salon is called “Matilde Studios” and trade seems to be going very well for them.

A new trend in the onsite Supermarket this year, guests can now buy red wine, white wine or Sangria direct from the huge barrels that are on display. Basically, you bring your own bottle and fill it up with your favorite tittle. I am confident that this will most certainly be a hit this Summer!

Most of the restaurants are now open onsite and ready for the Summer Season and even Jorge and Jessica from the Cascata Pool Bar opened early March this year. Since last week, there is also live music around the Monte Carvoeiro restaurant square 3 times a week on Tuesdays, Fridays and Sundays.

The town of Carvoeiro is beginning to show signs of tourist hustle and bustle, the famous little train is up and running and doing short circuits within and around the Carvoeiro, Lagoa and Ferragudo area with fares ranging between €4 euro and €10 euro



a trip. The water parks Slide and Splash and Zoomarine have also all opened from this week for the Easter school holidays. The Carvoeiro boat trips to the caves are, in my opinion, by far the most popular attraction with great feedback from the guests.

Lastly, I am so grateful to have recently been given the opportunity to take on sales and owner resales this year and am slowly settling into my new additional role, albeit a challenging one. I am also enjoying the hosting of the Monday morning weekly welcome meetings and have been somewhat overwhelmed by the amount of support received from owners to date, my thanks for that. Owners are most welcome to pop into the office during your stay and discuss any of your ownership issues with me whatever they may be, my door is always open and hopefully I can assist in making your holiday with us a better one.

I would like to end off by wishing you all a very Happy Easter and look forward to welcoming you back to your second home!

Natalia

AGM News



The Annual General Meeting for the Monte Carvoeiro Resort will take place on Thursday 24th November 2022 starting at 12:00 noon.

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

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 2022/23 fees will be taken over 6 months (July to December 2022) in accordance with previous practice. The option to pay over 12 monthly payments will then come into effect from January 2023 with respect to 2023/24 maintenance fees.

The 12 monthly plan takes five payments in advance of the due date and then seven payments post due date.

The due date for your payment of your 2023/24 maintenance fee will be 1st June 2023. The programme will start five months prior on 15th January 2023 and continue taking monthly payments on 15th February, 15th March, 15th April and so on ending 15th December 2023, which then completes the 12-month payment option.

The first four payments will be based on the 2022/23 maintenance fees and when the 2023/24 maintenance fees have been agreed by your Committee, the system will simply adjust the remaining payments to ensure full payment for 2023/24 fees are taken over the remaining 8 payments.

IT'S THAT SIMPLE.

If this sounds like the thing for you then please complete the Direct Debit Mandate enclosed within your invoice pack by ticking the appropriate direct debit box and returning in the envelope provided.

If you need any further information on these options please contact the Customer Services team at RSL on 01858 431160 or email admin@resort-solutions.co.uk.

It really could not be easier, and you can relax in the knowledge that payments for your annual maintenance fees are being taken in manageable amounts across the year.

And remember there is no charge for Direct Debits!

The image shows a 'Direct Debit Mandate' form from Resort Solutions Ltd. The form is titled 'Direct Debit Instruction to your Bank or Building Society to pay by Direct Debit'. It includes fields for the account holder's name, address, and bank details. There are three options for the payment period: A) 6 Months for 2021-22 contracts, B) 6 Months for 2021-22 contracts and 12 Months for 2022 contracts, and C) 12 Months for 2022 contracts. The form also has a section for the number of payments and a 'Guarantee' section at the bottom.

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.

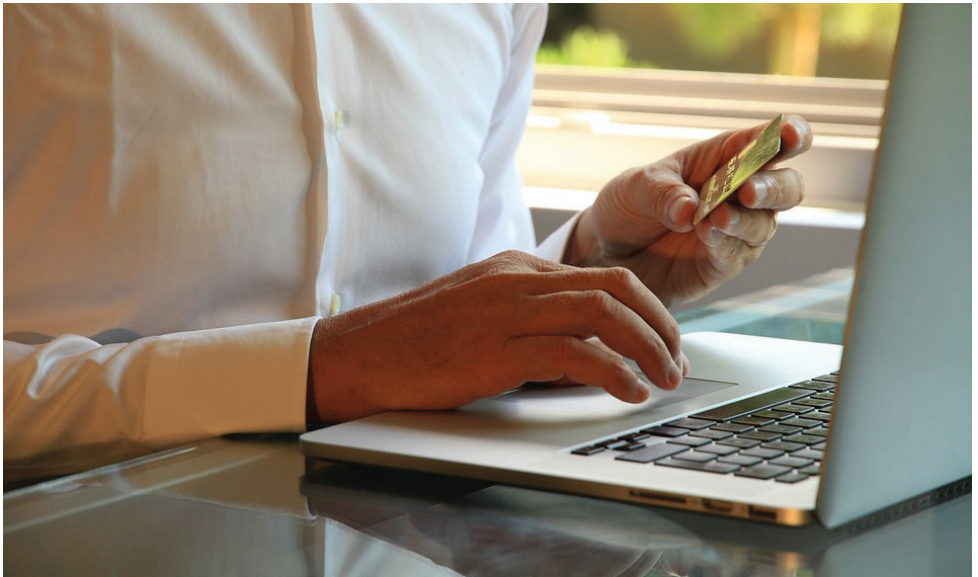
Direct Debit

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 2022/23 invoice over 6 months with the option for 2023/24 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.



Since the beginning of the COVID-19 pandemic in early 2020, we are sure you will agree, for the two years that followed, it was a period of vast uncertainty for everyone.

The unforeseen and unimaginable circumstances impacted the world around us including your home timeshare resorts and management company who were thrown into unknown chaotic territory.

As we approached 2022, the new variant 'Omicron' was sweeping its way around the nation causing further disruption and uncertainty, but, with thanks to the successful vaccination roll out and the lifting of travel restrictions, there was some light at the end of the tunnel with timeshare owners able to return to their home resorts and enjoy that much needed holiday in the sun with their family and friends.

Although COVID-19 is slowly becoming a distant memory, it has to be noted that timeshare, once again, proved itself to be a robust part of the travel and hospitality industry. It is with sincere thanks to all timeshare resort staff, management teams and owner committees for their continuous hard work and efforts to keep the cogs turning and ensure that your clubs were able to weather the storm. Most importantly, recognition should go to the timeshare owners themselves who showed their support, loyalty and commitment to their timeshare clubs meaning that their resorts continued to be well maintained, retain staff and be fully prepared for re-opening when the owners were able to return.

You may or may not be aware that over recent times, there has been a substantial



increase in unsolicited contact made to timeshare owners from fraudulent operators. Such operators have used the COVID-19 situation to their advantage by offering owners 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 and Resort Solutions work alongside the relevant parties involved in protecting timeshare owners from such activity. 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 representatives and do not engage with any 3rd party company to be on the safe side.

As we look towards the future, the outlook is more positive. We feel that for everyone, recent times have been somewhat life changing but by the timeshare community pulling together, sharing ideas and resources, and forming new friendships, we have all made it through and can finally get back to doing what we do best, providing amazing holidays and memories for our owners and guests. We encourage you to share your positive and happy experiences at your timeshare resorts on social media and on website reviews to support your resort and help sustain it for many, many years to come.

BEWARE!

Fraudsters are continuing to target and exploit owners in a number of ways.

Timeshare Resales:

Fraudsters try to take advantage of timeshare owners who want to sell their timeshare. They pretend to be a company who claim to have a buyer lined up who is ready to pay a good price to buy the timeshare. In return for finding the buyer they ask for an upfront 'introducers' fee or other type of payment. They may also pretend to be the buyer at the same time as the company and use different contact details so the story is believable. In reality the buyer doesn't exist and it's another way to extract money from victims.

Timeshare Exit & Compensation Fraud:

Timeshare owners are frequently approached by businesses purporting to offer services that enable them to relinquish or exit their timeshare contracts. In many cases, offers of 'legal compensation' are also mentioned.

For more advice, go to <https://timeshareexitconcerns.co.uk/timeshare-com>

Recovery Fraud: A number of businesses have been closed down in recent years that have sold consumers membership schemes that claimed they provided discounts and benefits on holidays and timeshare or timeshare related products, including fraudulent relinquishment and compensation services. Prior victims of these schemes may receive an email, a cold call, a letter or contact from a company on the internet which claims to know that they have been a prior victim of fraud. The company will claim that they

are able to recover monies and will offer a service in return for an upfront payment of legal or administrative fees which they claim will be returned on a no-win no-fee basis. Often, the reality is that they are the same people who were originally involved in selling the victim the bogus products and are looking to extract more money. Once the upfront fee is sent, the company disappears with even more money.

Bogus or Cloned Law Firms:

Fraudsters impersonate well-known and reputable legal firms claiming to offer services to timeshare owners or prospective buyers. They often clone overseas firms so that due diligence on the part of the victim is more complicated. Before appointing or soliciting the services of a law firm for any timeshare related activity, consult the Timeshare Business Check website to ensure you avoid any cloned firms;

<https://timesharebusinesscheck.org/>

Bogus Leisure Credits:

Fraudsters approach victims offering points, credits or vouchers which can be exchanged in return for holidays across a variety of destinations. They are marketed to imply they afford the investor more choice and flexibility and may include other perks such as website or online shopping discounts. In reality the points or credits sold to the victim don't exist. Once the money is sent all communication is severed. Occasionally fraudsters will also claim to offer a timeshare disposal service included within the package to entice those victims with an existing timeshare they wish to sell.

Bogus Timeshare Holiday Bonuses and Upgrades:

Fraudsters contact timeshare owners claiming to represent legitimate timeshare companies. They explain that the owner

has been 'awarded' a bonus holiday which they can claim by paying an upfront administration fee. When they arrive on their bonus holiday they are taken to a resort where the owner is persuaded or pressured into upgrading their existing timeshare for an additional fee. They may also believe that they are selling their current timeshare as part of a part-exchange process. In reality the upgrades don't exist and the fraudsters are simply after any additional fees they can extract from the victim.

Advice:

- **Never respond to cold calls, emails or letters** – your details have probably been obtained illegally.
- **Investment Opportunities:** Don't be rushed into making an investment. Remember, legitimate organisations will never pressure you into investing on the spot.
- **Spot the Signs of Recovery Fraud** – You're contacted by an agency that knows a lot about the money you

lost, but they want a fee first. Genuine agencies never ask for fees to recover money lost to fraudsters.

- **Seek advice First:** Before making significant financial decisions, speak with trusted friends or family members, contact your committee or Resort Solutions, or seek professional independent advice.
- If you're looking to sell your timeshare make sure you use a resale company that has signed up to the RDO code of conduct and check that the company is who they say they are and are. You can find a list of RDO members here: <https://rdo.org/members-directory/>
- If your circumstances have changed and you are thinking of selling or relinquishing your ownership, you should contact the committee or Resort Solutions for advice and guidance.

To find out more about your legal rights and to find out how to avoid scams, go to <https://timeshareexitconcerns.co.uk>



WINTER SUN AT MONTE CARVOEIRO

Exclusive Owner Offer



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

1 Bedroom £513

2 Bedroom £640

Travel between November 2022 - March 2023

To book call 01858 431160 or email admin@resort-solutions.co.uk and
quote MCNEWSWINTER22

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

