



20<sup>th</sup> September 2009

To whom it may Concern,

We make this statement to support our claim for costs against [REDACTED] who sold us a timeshare with false promises.

When we initially visited the timeshare back in January 2007 we were shown a very large apartment with a lovely ocean view which we thought was only available to people with high lifestyles and lots of money. We were told by the sales representative that we would always have an ocean view, and that the timeshare would be an investment which would increase in value each year. During the presentation we were told that all the apartments would have the same standard all the way through the resort and any of the other resorts we visited. It would always be 5 star plus in the rooms, on the resort, at reception, in the restaurants, literally anywhere we stayed from thereon through [REDACTED].

We asked about transfers from the airports to the resorts and were informed there would be free transport from the airport but when we returned to the timeshare in 2009 we found we had to pay extra for transport costs per person.

We were also told at the presentation that if we wanted to sell the timeshare then [REDACTED] would buy it back for what we paid for it. We were also told that maintenance fees would only rise if inflation went up and if we didn't use the week we were advised that [REDACTED] would rent it for us. We were also told that if we wanted to stay at any other resort then we would get priority treatment for exchanging our weeks.

We were also told that the cleaner would visit everyday and this was part of their hygiene policy to keep health standards high. When we returned to use the timeshare the cleaner only came every two days. One morning we were a little late getting up and had not managed to set dishwasher. The bin was completely overflowing and we had not made the beds. The cleaner had left all the washing not even made the beds and when we returned from our day out ended up having to do everything. We did complain but nothing happened or improved over the period of time we stayed at [REDACTED].

We were approached by sales staff again on our return visit and were told that we could only benefit further from points system if we paid another large sum of money and upgraded our contract.

The timeshare we viewed had a Jacuzzi in, adequate luxurious space, TVs in both rooms, fitted kitchens with all appliances and utilities. But when we returned we were told that we could only have an apartment with a bath tub and the bed in the lounge was broken. The service was terrible and when we did call about the Jacuzzi we then realised what we had bought and we felt conned into buying something different to what was promised at the presentation.

We feel that despite spending all our savings we did not get what we were shown especially when they stated that the apartment we had bought sleeps four people 2 adults and 2 children. There is no way the sofa bed caters for two children under age of 12 especially when we returned and sofa bed was broken.

We found the resort very expensive to eat at and felt the prices were extortionate from the first time we visited. We also found that we were treated very differently on our return and the staff was somewhat 'not bothered attitude' as they now had our money and we could do nothing about it.

We feel very misled into believing we bought luxury accommodation at a very expensive price but on returning we got something totally different. The room was a lot smaller, the wardrobes were smaller, the bed was broken and the only solution as to use 2 mattresses instead of one – we do not class this as 5star service. The cleaner was not as regular as we expected and we found ourselves throwing our own rubbish out of the bin in the apartment. The main bedroom did not have a Jacuzzi and this was something quite important for our family as Mrs [REDACTED] would have benefited from Jacuzzi with her illnesses. We found it very hard to book two weeks together and costs were a lot more than expected. We were not given priority treatment and it was more or less left to us to sort everything out from booking extra weeks and transport from airport and resort. We were also surprised to learn that to be treated as valued customer we would have to buy extra weeks at more than double what we had already paid to get a better service and better facilities.

Regards

Mr Satish Patel and Mrs Hema Satish Patel