

TO WHOM IT MAY CONCERN

Here is a short overview why we are dissatisfied with our agreement with [REDACTED], Gran Canaria.

We bought one week timeshare at [REDACTED] in October 2004 and one week more in May 2005.

At the time of purchase we were promised as follows:

Promise 1: We could at any time with few days prior notice book a stay in [REDACTED] and reckon it would be confirmed.

Reality: Whenever we called for booking we normally got an answer that everything is full. She said booking half year in advance was much too late to count for vacant apartment. Booking should be done 10 months in advance.

Promise 2: We were promised in 2005 that if floating weeks were upgraded to a point system it would be easier to make bookings.

Reality: It made no difference in booking. Although we booked long time ahead we had to accept weeks we never wanted in order to use the place.

Promise 3: We were guaranteed that buying these timeshares were safe investments. The day we wanted to finish and sell our timeshares should be no problem. They said the value of the timeshares would probably have increased at that time. The possibility of reselling was therefore the main reason why we dared to purchase.

Reality: Summer 2009 we had a plan to sell our 2 weeks timeshare. The reason was the difficulties we faced in planning and obtaining the dates we wanted. Therefore we contacted the [REDACTED] administration. We were told we could get 20% of our investment at most if we were lucky. This was for us who had floating weeks. For fixed weeks we could have got a bit more. We were never informed about this earlier.

So because of the difficulties in making bookings and because of the low resale offer we received we contacted Reclaimgc in Arguineguin summer 2009. We employed them in order to use the services of Lawyer in Spain to get back the "investment" we made on [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]