

[REDACTED]
8/5/2010

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

TO WHOM IT MAY CONCERN

We believe we have been miss sold our time share apartment/week at [REDACTED] here is a list of complaints that we have :-

When we first joined with [REDACTED] we paid a deposit which as we are now aware we need not have paid. We should have had 10 day cooling off period, we were not made aware of this at the time therefore could not have used it if wanted.

When we upgraded the first time we used all the monies already paid (in full) for the first apartment as a deposit for the second apartment again this should not have happened but yet this also happened when we upgraded the second time to move to [REDACTED]

We were told we could pass on our week to family should we no longer be able to use it, on our last trip we got told this was not possible.

We were told we could exchange our week at [REDACTED] for two weeks elsewhere within the group as shown in the brochure, we asked about this and were told there are two ways this could happen, firstly we could bank our week and take two the following year but only at [REDACTED] or to buy an extra week meaning we could not have two weeks somewhere different as told/stated.

My daughter and son-in-law where with us when we purchased the first upgrade and can verify some of the things we were told about this time share.

Please feel free to contact us for any further information as needed.

Yours thankfully

[REDACTED]

[REDACTED]