

The background to our visits to [REDACTED] are as follows –

- 2006 We first visited [REDACTED] and were very impressed with the complex and subsequently bought a 1 bed, fixed week in [REDACTED]
- 2007 Having been issued with a Free Week voucher – we used this in June of this year. During this visit, we were invited to visit [REDACTED] (which was still under construction) and after a hard sell, we upgraded to a 2 week, 1 bed floating points weeks
- During September of the same year, we were taken again to [REDACTED] to see how the construction was coming along but at this time declined to upgrade any further.
- 2008 During this visit we were again targeted for another upgrade and although we did initially agree to change, on returning home changed our minds and cancelled this transaction.
- 2009 In May this year we were targeted for another upgrade and purchased a 1 week floating studio at [REDACTED]
- 2010 On our recent visit in May 2010, we were again targeted for another upgrade but declined this offer.

SUBSEQUENTLY –

- 1) We were advised back in 2006 that our timeshare was for life and that it would be passed on our son when we passed away. We have now discovered that the timeshare has a life span of 50 years only and also that the [REDACTED] is non-transferrable
- 2) We have always been advised that upgrades were to be completed on the day you were speaking to the Rep – you could not come back at a later date and get the same deal. Just more hassle to get a sale.
- 3) We have on each occasion paid a deposit on the day of agreeing to the upgrade/sale and this deposit has been taken from our account on that day. We have now been advised that is an illegal transaction in Gran Canaria and has been since the late 1990's
- 4) We were told that as members we had exclusive use of [REDACTED] and have now found that you can book a week via the internet through Tui/Thomson and pay less for the week than it costs us for a weeks maintenance fees – and this includes breakfast
- 5) We have found that the increased costs of the [REDACTED] and maintenance fees are quite unacceptable.

- 6) Saying no to an upgrade was not very easy to do and we found ourselves being harassed by telephone calls for the remainder of our holiday asking if we had changed our minds. This was extremely annoying and puts a dampener on your time there. Did we have to be targeted on every holiday to buy another upgrade?
- 7) Having upgraded to [REDACTED] floating points, we booked a 2 week stay at [REDACTED] in September 2008 and we were really disappointed with the allocation of the apartment. We asked at the time if we could swap apartment but were advised no, we could not. The apartment was across from the New Members Club, had no view and looked directly into a vent for one of the kitchens. We constantly had people walking back and forth across the front of the apartment. The pull out bed kept falling apart and they did not appear to be able to fix this for us. We also had the scenario where 2 Reps fell out and were shouting at each other in full view of our apartment. On return from this holiday, we did send them a letter of complaint but they did not really address any of our issues.
- 8) In 2009 we were yet again asked to upgrade and bought a 1 week studio with floating points and were advised that this would give us the opportunity to book time at [REDACTED] and only have to use 8000 points for a weeks holiday **BUT** when we came to book our holiday we were charged 10,500 points for our week and then discovered when we got to [REDACTED] that the reduced points could not be used for your “home resort”. This is not how this was sold to us and we would not have upgraded has we known this.
- 9) **SO**, when we visited in May 2010, we saw the same sales person and she totally disagreed with what she had stated last year but still tried to get us to upgrade again – this included us having to pay a deposit up front. She also tried to miss-sell us a “buy-now-pay-later” financial package, which has a much higher interest rate and we were advised that we could pay this off early but no mention of the penalty this would incur.

All in all, we feel that we have been unfairly and wrongly treated by all members of the [REDACTED] staff. We trusted them to give us a good deal and service but they have proved on more than one occasion to be looking out for themselves only.

We are very unhappy with this situation and want to make a claim to get all our money back because what we were sold and what we actually have is not the same thing.