

Maybe the following information will help:

1. We were sold the points originally on the basis that this was an investment, and that we would be able to sell the points back - ██████ said they would be able to do this or put us into contact with the right people to do this on our behalf. We were clear that we would not want to keep the investment for 50 years, nor would we want to leave this in our Wills. This in our view is the very worst misrepresentation: if we had been told about that even if we resigned membership we would still be liable for maintenance fees and that points could not be sold back direct to ██████, we would not have proceeded in the first place..
2. We were offered a discount on hire cars, flights and airport transfers and told that all our holiday arrangements could be left to ██████ admin - in fact we ended up making our own arrangements because we could find cheaper prices ourselves on the internet.
3. We were led to believe that maintenance costs were stable and not likely to rise above the cost of inflation
4. We were told (as Premium Members) that we would be automatically offered upgrades on site when they were available and do not think this happened - and were offered a luxury spa treatment as a benefit of joining - which turned out to be a massage in a room in someone's house!
5. We were not told of the excessive penalties incurred if maintenance fees were paid late.
6. We have not always been able to obtain the accommodation we wanted, when we wanted it - even booking in advance. It seems that ██████ sell weeks so that they can get cash in hand, and that is hard luck on Members.
7. The last ██████ resort (Gran Canaria) accommodation was substandard - small and overcrowded with heavy furniture - this was not what we had been led to expect was high quality luxury accommodation.
8. When we asked ██████ about selling our points, they told us this would be easier if we converted them to weeks as a fixed timeshare. People who have done this have not found that it helped.

Hope that is helpful.

Happy New Year

David & Annetta Morris