

England

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For the attention of Grimanesa De La Hoz

Subject: Misrepresentations during Time Share Sales Presentation

During the [REDACTED] Time Share Sales Presentations the following misrepresentations were made to me.

- I was advised that if I no longer wanted my timeshare, [REDACTED] would buy it back from me at the price I paid for it. A couple of years later when my circumstances changed I verbally enquired about this and was informed that [REDACTED] would not buy it back. I was verbally told that [REDACTED] only sets aside a certain amount of funds for "buy backs" and that when this runs out they will not buy the timeshare back. When I made more verbal enquiries I just got the same answers, that is, that [REDACTED] would not buy it back.
- I was informed at the presentation that [REDACTED] would provide free transport from the airport to the resort. This is not the case, I am charged for this service.
- I was told at the presentation that my purchase was an investment that would increase in value each year. This is not the case. When I enquired about selling the timeshare via a broker I soon found out that the value of the timeshare was approximately 15 to 20% of the amount I paid for it.
- I was informed at the presentation that maintenance fees would only increase in line with inflation.
In 2006 the fees were 461.02 Euros including 5% IGIC.
In 2007 the fees rose to 492.16 Euros including 5% IGIC (a rise of 6.75%)
In 2008 the fees rose to 506.03 Euros including 5% IGIC (a rise of 2.82%)
In 2009 the fees rose to 531.00 Euros including 5% IGIC (a rise of 4.93%)

In 2006 & 2008 the Anfi [REDACTED] fee was 99 Euros. In 2008 these rose by 16.16% to 115 Euros. The above aren't in line with any inflation figures that I can find.
- During the sales presentation I was informed that I could easily get bonus weeks. To date I have never been able to get any of these.

Please pass on this information to the lawyers [REDACTED] [REDACTED]

I trust that the above provides you with sufficient information regarding misrepresentations at the sales presentations conducted by [REDACTED] Timeshare Sales Staff.

Yours Sincerely

[REDACTED]