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


Dear Grimanesa

**Re Outline of the misleading information and problems with** 

We first met up with the  Sales team on 21st November 2002 and paid a deposit of £1,187.55 to purchase a 1 bedroom apartment for 1 fixed week's annual stay; please find enclosed copy of the credit card statement which confirms this deposit was charged to our account on the same day - we now know that this is contrary to Spanish Law as it was taken without allowing for a "cooling off" period.

We were told that we should pay the deposit and could take out finance for the balance and that we should pay now or we would never have the opportunity again. , they told us, was an exclusive 5 star club and only married couples over the age of 25 who were of a certain calibre could join. (i.e. financially viable and earning over £20,000 per annum).

We were also told the following:

- Don't worry about buying into  as if you decide at a later date that you no longer wish to holiday here,  management will buy back your apartment week(s), which, if you have owned the property for 5 years or more, means you will make a profit on your investment and therefore you cannot possibly lose.
- Every week purchased in  is worth 2 weeks in Australia, USA, New Zealand, Canada or South Africa.
- You will be able to take bonus weeks at  for a small charge and your friends and family will also have access to these. (were never available!)
-  and other timeshare owners can only visit once in every 7 years.
- Ownership will continue in perpetuity so can be willed to children ad infinitum.
- Transfers to and from the airport will always be free for vacation club members and will be in a limousine, however for a small charge could be a helicopter!
- Sunbeds on the beach and island solarium are always free to  members - "Just put your  beach towel on the bed and you will not be asked for payment".
- If there are not enough sunbeds around the pool then extras will be put out as no-one need be without.

- You will be able to enjoy free water sports on your holiday at [REDACTED] (except for diving).
- The tennis courts and sports facilities will be free for [REDACTED] members.
- Maid service is every day ("after all do you want to make your own bed on holiday?") Our plan is for you to feel like millionaires for your [REDACTED] week(s).
- Towels and bed linen will be changed every day.
- You will never find any faults in your apartment as we attend to the minutest detail right down to a blown light bulb.
- There will be entertainment every night on the plaza with two star acts. There is also a piano bar and dinner dance in the Tropicana Bar.
- No need to worry about parking if you hire a car as all [REDACTED] car parks are free to members.
- You will find [REDACTED] a peaceful place as all the entertainment will be finished by midnight

We now know that all of the above points are **UNTRUE** and just a sales pitch which has left us dismayed, disillusioned and completely misled.

[REDACTED]  
On our return for our first stay at [REDACTED] [REDACTED] we were again given the hard sell and enticed into changing to 2 floating weeks at [REDACTED] [REDACTED] which, as it was on the points system, would mean we could potentially spend 4 weeks at a [REDACTED] apartment, this was also taken on finance.

On every holiday we have taken at [REDACTED] we have always been constantly harassed by reps who try to sell us more weeks and who promise improvements which do not materialise (infinity pool, open air theatre and on site cinema and nightclub). We were promised that [REDACTED] members would always be given priority over RCI and others; hence always able to get an apartment of their choice. We now find that RCI members are given prime locations on site and [REDACTED] members are told that the clubs are fully booked. When settling for a more expensive (points-wise) week in [REDACTED] [REDACTED] as we were told there were none available at Beach or Puerto, we found out on arrival that there were plenty of vacancies at all clubs.

There is now no maid service on Wednesdays and Sundays and the linen is only changed once during a week's stay. The entertainment has been cut down to one show per night at [REDACTED] Plaza (hardly ever a "Star Act") and no entertainment in the Tropicana Bar in [REDACTED]. The standards at the site have deteriorated and we have had to put up with leaking toilets and sinks (repaired with insulation tape!!) broken furniture and lack of air conditioning - hardly the paradise we were sold in the beginning and certainly not warranting the increase in annual maintenance fees. Charges have also been introduced for the use of the tennis courts and the water sports have NEVER been free of charge to vacation club members.

[REDACTED] [REDACTED]  
During our stay in [REDACTED] in September 2005 we agreed to have breakfast with one of the reps so that he "could bring us up to date with all the new and exciting improvements at [REDACTED]".

Once again we were seduced into signing up for a stake in the development at [REDACTED] with the promise that if we transferred our [REDACTED] [REDACTED] weeks to [REDACTED] and purchased an extra week at [REDACTED] we would have the right to purchase outright ownership of a villa for 350,000 euros guaranteed. We went along with this and paid a deposit of 3,562.37 euros which was again charged to our credit card on the day of signing. In light of our past experiences we were sceptical and asked for a written confirmation of the right to purchase at the reduced rate. We were given, with much reluctance and a lot of argument, a document which said a lot about nothing.

On returning home we phoned [REDACTED] and said we would like to cancel and revert to our 2 floating weeks at [REDACTED] [REDACTED]. We were told we would have to put it in writing, by post this would have been too late. Fortunately we were able to email our cancellation request just within the cooling off period and informed them we were backing it up by post. We are therefore still owners at [REDACTED] [REDACTED] [REDACTED]. We have since heard that a great number of members have had their dreams and finances shattered by investing in the illusion of [REDACTED] [REDACTED].

Yours sincerely

[REDACTED]