

15th June 2010

To whom it may concern,

We [REDACTED] and [REDACTED], have been advised to inform you of our intentions to take action against [REDACTED], who sold us a timeshare week, whilst on holiday in Gran Canaria in 2003 - 2004.

We were approached by a young lady whilst staying at [REDACTED] at the Welcome Meeting. We were invited to attend [REDACTED] and were advised we could use the amenities and beach for the day. We were not advised it was a timeshare. We were subject to various high pressure sales techniques over the period of approximately 6 hours where purchased a biannual week, as we were not 100% sure this was what we wanted. We had also paid a deposit of at least 10% prior to reading and signing the documentation on the day of purchase. We asked if we could have time to think and discuss between ourselves to which they replied, if you leave now you will not be offered this again.

We were invited to spend the rest of our holiday at [REDACTED] at no cost, which we agreed to do. On arrival at [REDACTED] we were told that if we changed our mind with the purchase we would be charged approximately 1,000 euros for the rest of the stay, which was about 5-6 days. We then felt under more pressure to continue the purchase. Never at any time were we given the right to a cooling off period either orally or any written form.

One of the reasons for joining [REDACTED] was that it was inferred that it was an exclusive and private club, but we have now found that anyone from the internet or via a travel agent can book a holiday anytime for a nominal fee.

Also we now find it hard to book the time we require, due to being booked and filled by non-members and last minute internet buyers and because of this we have to find alternative dates for our stay at [REDACTED]. This was never advised or mentioned at time of signing.

The most annoying part of the proceedings are the maintenance fees, which are a never ending increasing financial burden and which is meant to be spent on the up keep of the apartment and resort standards which has not been happening in the last 6 years or so. We had never been informed of the increasing annual maintenance amounts, which has increase in the last 6 years about 40% .

I am now in the process of hiring a local Spanish lawyer to fight for my rights on this matter, any advice or assistance would be most welcome.

Please contact me at your earliest discretion.

[REDACTED]