



20/11/09

reclaimgc.com

Re: reclaiming back moneys spent to buy points with [REDACTED]
[REDACTED] and excessive maintenance payments.

Dear Sir/Madam

You will see that we purchased a week with [REDACTED] in November 2002 for £6495 because they were affiliated to [REDACTED] and it would give us the exchange option, we were not aware at this time that [REDACTED] were part of [REDACTED]. The first year maintenance payment was £249.10.

After a number of phone calls from [REDACTED] we decided to go to their headquarters in Spain and take their offer of a free week's holiday (we actually had to pay £30 administration fee, £171 management and membership fee and £330 for our air fare).

At [REDACTED] presentation we said that we thought their points were too expensive and we were not interested, it was at this stage that their rep, Norman said that they would give us points to cession our [REDACTED] week to them. When we asked how this worked he said if we wanted to we would be able to use our week at [REDACTED] every year but if any year we did not want it we just had to ring them and prove that we had paid the maintenance for that year and then it would be available for them to use.

In 2008 we wrote to [REDACTED] to tell them that we would not be using our [REDACTED] week and that the maintenance was paid so the week was available for them. [REDACTED] did not use the week. Then in January 2009 we received a letter from them to say that they were going to cancel our cession week because they had not received an allocation for it since 2006, they then promptly put the maintenance cost of our points up from 0.7450 Euro to 0.8452 Euro increasing the maintenance cost for 2009 from 1.108.86 Euro to 1.224.09 Euro and this for 870 less points. Enclosed you will find an email showing that in May 2009 [REDACTED] billed us for a further 115.23 Euro's for the increased cost of these points.

You will see that the 2010 maintenance fee of 1224.09 Euro and the fee for 2005 of £603.49 shows a rise in maintenance fee's over a four year period of about %100 and this for 870 less points.

My wife and I are of the opinion that [REDACTED] at no time had any intention of using our cession week because on a number of occasions when my wife rang to find out exactly how the week was to be managed she was passed from one person to another, there seemed to be no one who new.

It would appear that it was only in 2008 when we offered [REDACTED] our [REDACTED] week that we forced their hand and they cancelled our cession week and took away 870 points and putting us in a higher pay per point bracket.

In the middle of 2008 [REDACTED] told us we would have to pay our maintenance fee's in Euro's in future and although we had already paid the maintenance for that year, billed us for a further £75.96 for that year. We thought we had signed a contract with them to pay in sterling.

Enclosed you will find a fact sheet about a [REDACTED] resort less than twenty miles from where we live and you will see that a [REDACTED] (2/2) in weeks 27-36 costs 2250 points, for us that is two years worth costing 2448.00 Euro's. I have worked in this resort in my job as a hygiene engineer and this is exorbitant.

We have two weeks holiday booked with [REDACTED] in May 2010 and we think this leaves us with about 1300 points we have already paid for.

We do not intend to pay to pay 2010 maintenance unless you advise otherwise.

Yours sincerely

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]