



Chairman's letter

Dear Fellow Member,

As the new Chairman of the Owners Committee, for those of you that don't know me, I am Barry Clark. I have been an owner at Maritima since 1988 and on the Committee for over 12 years.

I would like to start by thanking Jean for chairing the Committee for the last 30 years and wish her a very happy retirement from the club.

Jean's stepping down has left a pretty big pair of boots to fill, but I am sure that with the assistance of Nellie & Sue, my fellow Committee members, we will rise to the challenge.

Sue Lane, who was voted in at the AGM

last year, is our newest Committee member. Sue brings with her a wealth of experience running a caravan park in Kent and will be a valuable asset to the team.

Improvements we have carried out on site during the last year include the replacement of the sunbeds with a new rattan style sunbed, which enhance the pool area. We have also started decorating the bedrooms in a more neutral colour and have authorised the purchase of new curtains for the bedrooms which should be fitted early in the New Year. We will also have completed the final 4 wet rooms by the end of this year.

During this year's maintenance week (49) we are planning to drain the pool and install walk-in steps adjacent to the children's

pool, along with a new handrail. This will facilitate easier access into the pool.

Next year, subject to available funds, we are hoping to start planning the refurbishment of the apartment lounges. This will be a mammoth task, and, as we are thankfully seeing high levels of occupancy, may take some time to implement.

Chrissie is doing exceedingly well selling Club weeks and the 5-year plan remains very popular with owners and non-owners alike.

As a way of reducing costs we have decided to trial sending out next year's AGM minutes via email, so please ensure you have registered your email address with Resort Solutions. You can either fill in your email address on the invoice return slip or send a short email to admin@resort-solutions.co.uk.

Owners who do not have e-mail addresses will be sent the information by post as usual.

At our recent budget meeting, the Committee agreed with the advice of our Financial Controller, and accordingly the maintenance fees this year will increase by £10 on a one-bedroom apartment and £12 on a two-bedroom apartment. Thus making the 2019 maintenance fee for a one bedroom £300 and a two bedroom £342.

The management of the resort is very much a team effort and I would like to thank all the individuals on and off the Island for making Maritima the success it is.

I wish you all a very merry Christmas and a healthy New Year and look forward to seeing a number of you in January.

Barry



Is Your **Committee** calling?

Many members are perfectly happy to put their trust in their experienced, and well-respected Committee, but what happens if the long-standing Committee members retire and there are no volunteers to steer the ship?

A good Committee is essential to securing the long-term future viability of a Club and being a Committee member gives you the opportunity to influence the future of your Club, bring new ideas to the table

and have your aspirations for the Club considered.

The role of a Committee member is not too onerous; you will be expected to attend meetings at least 3 times a year, and to contribute positively to discussions on the future of your Club. Your travel and out of pocket expenses will be reimbursed by the Club, and you are sure to have some fun along the way!

If you think you have some spare time to offer and would like to become more involved with the future of your Club, please contact your Committee Chairman or RSL for more information.



Diamond Club Maritima **AGM**



The 2019 Annual General Meeting for Diamond Club Maritima will take place on Tuesday 4th June 2019, starting at 10.00am.

It will once again be held at The Three Swans Hotel in Market Harborough, Leicestershire.

Further information will be forwarded to all owners closer to the date.

Maritima Resort Update

We have had another fantastic year on site with fabulous occupation throughout the year. At the end of 2017 we completed four of the walk in shower rooms in the two bedroom apartments. In February of 2018 we completed a further four wet rooms leaving just four more to do which are planned for completion between 29th November – 20th December this year. The wet rooms have been a great success and we have received nothing but positive feedback from our members.

A new TV system was installed late 2017 along with new televisions. The new system is much more robust than the previous one and gives the resort 120 international channels including all the main UK free view channels BBC1, BBC2, BBC3, ITV1, Ch4, Channel 5 etc.



The resort has once again surpassed the “Gold Crown” scores across the board. These scores are based on the feedback from the RCI guests who exchange to holiday with us. We also received the “Resort of excellence” award from Dial an Exchange, once again this is based on the scores and feedback received from the DAE guests who have stayed with us onsite.

We have installed a line of ceramic tiles around the water line of the swimming pool. They are a mosaic pattern the same as the liner. This is so the maintenance men can use force with a hard brush when cleaning the sun creams and oils off the sides of the pool without damaging the liner.

All the bath towels, hand towels and bath mats were replaced before the summer started. The new towels are silver grey and have the Diamond logo on them.

At the end of June the new rattan type sun beds were delivered for around the pool to replace the plastic ones. The new beds are a dark chocolate brown rattan which match all of the patio furniture outside the bar. There are also small matching rattan drink tables.

During maintenance week in December as well as the work to complete the remaining four wet rooms we will also be putting in the walk-in steps into the swimming pool. This will enable so many more of our guests to have easier access in and out of the pool.

We constantly strive to make improvements and enhance the holiday experience for our members and guests and would like to thank you all for your continued support.

Lindsay Arrowsmith

Maritima Bar

It has been another fabulous second year for Chrissy in the Club bar and he is loving every minute of it. He celebrated his 2nd anniversary on the 10th October which happened to fall on BBQ night this year, so an even better excuse for a party!

He would like to thank all our lovely members for all the amazing support you have shown him in the past two years. His aim was to make the bar a lovely, comfortable and relaxed place to be, offering our members and guests a BIG warm welcome and provide somewhere to get together and make lots of fabulous holiday memories with good service.

The BBQ on a Wednesday evening proves to be hugely popular and is sold out most weeks. So much so we have, on occasion, had to borrow tables and chairs from members apartments to accommodate everyone around the swimming pool.

During the winter time a roast dinner is served on a Sunday afternoon. Guests have the choice of one main course, two courses with either a starter or a dessert or a full three course dinner.

The quiz night on a Monday is also a very busy night. Chrissy would like to remind everyone to pre-book the BBQ nights, quiz evenings and the Sunday roast at the bar as soon as possible on arrival, to avoid any disappointment.

Chrissy is always expanding the choice of stock he carries in the bar but is limited to space so if anyone has a favourite tippie all they have to do is mention it to him and he will do his best to have it available for you. Due to the popularity of Gin in the UK he has recently expanded the bar shelving and introduced a choice of over 30 premium Gins.

The very popular homemade desserts on offer change weekly and we frequently



receive requests from members for the recipes. Most weeks the resort Facebook page "Diamond Club Maritima", is uploaded with photographs and videos from the resort to keep all the members up to date of what has been occurring on site and in the bar during the week. Please "like" and "Follow" the Diamond Club Maritima page on Facebook as we always love to receive comments from our members.

For any members joining us over the New Year period don't forget to book your table for the New Years Eve celebrations with the bar.

Looking forward to welcoming you all back with us very soon.

How to Pay your Invoice



Paying your invoice could not be simpler.

On the reverse side of your invoice you will find all options available to make your maintenance fee payment. **It is essential that you quote your Owner Number as a reference with every transaction made.** You will find your Owner Number in the box at the top right-hand corner of your invoice.

Resort Solutions can assist Owners in paying their Maintenance Fees by spreading their payments by using Direct Debit. There is a small administration fee of 5% of any fees owed taken in the first instalment for every year you elect to pay by this method. Simply return the completed Direct Debit Mandate enclosed with your Newsletter pack by 9th January 2019.

Once the Direct Debit is in place, you will not need to worry about your Maintenance Fees again. Your completed Mandate will be carried over from one year to the next

so there is no need to cancel and renew at the end of the year. You will be notified of your annual Maintenance fee as usual in December.

If you chose to pay your fees by Standing Order then please use your Owner number as the reference so we can track your payment(s).

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Don't forget you can also pay your fees at any time, 7 days a week on-line by visiting www.resort-solutions.co.uk

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We recommend that when using the pay on line facility, Owners check their bank statement before they call RSL with any queries.

Fly in for some Spring Sunshine



Take a spring break in Lanzarote from just £249

Travel dates April – June 2019*
In a 1 bedroom apartment

To book call 01858 431160 or email
admin@resort-solutions.co.uk

Quote LANZ2019 Book by 31st January 2019

*T&C's apply, subject to availability , new bookings only



Don't Forget **Your Holiday Planner**



None of us would take a holiday without a considerable amount of planning.

Resort Solutions also plan for your holiday to ensure it is everything you want it to be, but they can only do that with a little information from you; this is why sending your holiday planner in advance of your travel date is so important.

Please remember to check the start dates of your accommodation on your resort calendar or confirm with Resort Solutions before you travel!

Your planner is enclosed with your invoice and this newsletter and asks you to advise of your arrival times and arrange any transfers from the airport.

If the resort knows your arrival time (and any requirements you may have) they will endeavour to have your apartment ready for you wherever possible.

It is also important to let Resort Solutions know if you are not intending to use your apartment.

- If you are sending guests, then please let RSL know the details so your Club can welcome them in the way that you would like them to be welcomed.
- If you are not intending to travel at all then please let Resort Solutions know – they may be able to rent your week out for you.

Whatever your plans, have a great holiday!



BEWARE!!

We continue to hear many stories of members being misled and paying over large amounts of money to legal claims and timeshare release companies. Some of these stories are truly distressing and in the vast majority of cases could have been avoided if the members concerned had followed these simple rules and contacted their Committee or Resort Solutions before parting with their cash.

Timeshare Scam- the Golden Rules for Avoidance.

Rule 1: If you are cold called about timeshare, put the phone down!

Rule 2: There shouldn't be one if you have followed rule 1!

However, if you simply couldn't resist the smooth tones and promises made to you, Rule 2 is absolutely do not part with any money!

Rule 3: Contact your Committee and Resort Solutions to report the call.

Common untruths you might hear:

"I am calling on behalf of your Club"

- they are not!

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"As a thank-you for paying your maintenance fees I can offer you bonus weeks for just £xx"

- they will ask for your credit card details (see Rule 2!) and then you will never hear from them again.

.....

"we will get you all the money back which you initially paid for your timeshare"

- they will ask for your credit card details (see Rule 2!) and then you will never hear from them again.

.....

*Remember -
if it sounds to
good to be true,
it probably is!*



Ownership options

Whilst it is unusual for any members not to want to return to their beloved timeshare apartment, there may be years when life throws a spanner in the works! If you can't travel back to your resort one year, what are the options?

GIFT IT

You can allow your (lucky!) friends and family to use your week(s). Just let Resort Solutions know prior to travel.

RENT IT

You can place your week(s) up for rent with Resort Solutions who will do their best to rent it out for you.

EXCHANGE IT

For just £70 per reservation you could exchange your week(s) for a different time of year through Resort Solutions' internal exchange programme. You can book your internal exchange 12 months prior to occupancy.

SWAP IT

You can swap your timeshare to a different resort, in a different location through one of the exchange companies associated with your resort.



If you find that your holiday requirements change for the longer term, you can look at permanently exchanging your week(s) to a different apartment/ different time of year through Resort Solutions' Part Exchange programme. For more information please contact Resort Solutions.

Why Timeshare?

Over the last 2 years Resort Solutions has started to see a renewed interest in timeshare ownership which has resulted in an increase in sales across a number of resorts.

Despite some of the more negative publicity which timeshare sometimes attracts, the truth is holiday ownership at resorts in desirable destinations, with reasonable annual maintenance fees, remains a very attractive proposition for holidaymakers.

Whilst it is true that many of today's consumers want to experience new destinations, there is also something very comforting about returning to your "home from home" and enjoying friendships which have been built up over many years. Members also tell us that they love the

knowledge that when taking friends and family to their resort, they know it will be of a consistently high quality, and the kids can play in a safe and family friendly environment.

Of course, excellent standards of maintenance and housekeeping is something which is expected, but Members are always quick to praise the wonderful staff on-site, some of whom are like family! It is very reassuring to have dedicated staff on-site, many of whom have worked at the resort for as long as members can remember, who are there to help when needed.

Although the quality of the resort and the value for money in relation to the maintenance fees are key factors when purchasing timeshare ownership, there

is also the all important “feeling” of being part of something rather special, safe in the knowledge that your apartment and week is always there for you no matter what else changes in the world around you.

For further information on ownership options and availability please contact Resort Solutions.



Timeshare facts:

- The timeshare industry is more than 50 years old.
 - Timeshare owners benefit from stronger consumer protection legislation than any other retail customer. Since 2011, the EU Timeshare Directive has placed stringent regulations on the way timeshare is sold, including a ban on the taking of any form of deposit, and a 14-day cooling off period after the signing of the contract for purchase.
 - There are more than 1,300 resorts in Europe.
 - If you can't use your timeshare one year, you can gift it to your family and friends, or rent it out through Resort Solutions.

If you decide one year to seek a new adventure you can swap your week with one of the exchange companies associated with your resort
www.dialanexchange.com,
www.rci.com.
- Several prestigious hotel brands have been offering timeshare for many years, including Hilton Hotels, Disney and Marriott. Many more are joining them.
 - In response to customer demand, short-term and trial ownerships have been developed so you can enjoy the timeshare lifestyle without making a lifelong commitment.
 - Industry-consumer organisations, such as the Resort Development Organisation (RDO) exist to offer advice, support and guidance to timeshare owners.
 - If after many years of fabulous holidays, the time has come to give up your timeshare, you should talk to your Committee or Resort Solutions about the various options. **DO NOT BE TAKEN IN BY THE PROMISES OF A THIRD-PARTY CLAIMS COMPANY AS YOU COULD END UP PAYING THOUSANDS OF POUNDS FOR NOTHING!**

Own a little bit more of Lanzarote

All the benefits of ownership without the long
term commitment



Enjoy 5 years of holidays at Diamond Club Maritima from
only **£2090***

Includes all annual maintenance fees.

To find out more ask on site or email
admin@resort-solutions.co.uk

Quote: Marit2019

*Subject to availability.



Diamond Club Maritima