



## Chairman's letter

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Dear Fellow Members,

What a wonderful summer! Your chairman is lucky enough to have an August week at Haven Court and when combined with a couple of rentals this year we were able to enjoy our holiday with children and grandchildren plus some of their friends. The Havens were naturally busy so one day we were all on the slabs at The Point when I decided to wet my feet a little because the sea looked so inviting. I was then encouraged by one of my granddaughters to go all the way in without a wetsuit, something I had not done in Britain for many a year. It was lovely, and I stayed in for an hour and repeated the experience every day.

Talking about grandparents I know that

many of you fall into this category, so I have an idea for you. When you bought your week(s) at Haven Court you were probably like me, you wanted somewhere very comfortable to stay so that you and your family could enjoy the magnificence of Britain's only coastal National Park with its incredible wildlife, pristine beaches, great walking and spectacular sunsets. Your children were able to enjoy all this too, but now there is the addition of grandchildren to be enthused by this same magic. So, here's my idea – buy an additional week for just the cost of the legal and admin fees (£90), give the parents a break from their children, then you can have some serious quality time with your grandchildren at Haven Court and spoil them chronic while their parents can't see you! You will even

have an excuse to go into Robin's very well-equipped games room and take a dip in the sea!! Memories you will cherish for ever more!!

Just in case any of you have another timeshare week abroad let me warn you about a radio advert that's running a lot lately which asks if you have been misled by a timeshare company in the past. It then goes on to say that the Spanish government has passed new legislation which could mean you are in for a refund of £30,000. There has been no such change in legislation, so it is likely that this is another attempt to defraud timeshare owners. Beware!!

When you came to Haven Court to enjoy your week(s) this year I know you will agree with me that our resort is looking great with no hint of our closedown at the end of 2022. This is echoed too by our exchange and rental visitors who just love Haven Court for its comfort and convenience to all that matters on a seaside holiday. All our apartments are carefully looked after by Robin and his team. The games room continues to be a great hit with our younger guests (and their parents!) and the new furniture on the back deck has been very well used during the lovely weather we have enjoyed this year. There is a general air of a well-cared for gem of a resort and I am very proud to tell all my friends and family what a great place Haven Court is and encourage them to experience the magic for themselves! Please do the same!

Once again, included in the newsletter is a great rental offer for members, and yet more good news is your committee have amended the rental policy so that immediate family can also take advantage of the discounted owner rental pricing, even if you are not travelling at the same times as them. Resort Solutions regularly email out some great late-break offers, so please make sure they have your current email address, so you don't miss out on

the opportunity to enjoy a last-minute break at Haven Court.

This will be the last year you will be able to take advantage of the all-inclusive sales offer. You can secure an additional week for the next 4 years, including all maintenance fees for just £1350. Please contact RSL for more information.

Most of you will have bought at Haven Court because you love Pembrokeshire - just read Robin's article to get a taste of what you are missing by not visiting during what he calls the quieter months.

Lastly you want to hear about the 2019 maintenance fees. Once again, we are pleased to say we have been able to keep the increase to a minimum, with just a £10 increase on a 2 bedroom apartment and £12 on the 3 bedroom apartment.

So, will I see you on a winter walk in the Deer Park soon? I cannot encourage you enough to visit Haven Court at a different time of year to what you are used to, you won't be disappointed!

Have a lovely Christmas and look forward to your Haven Court week(s) in 2019 - they are special.

David Head  
*Chairman.*

## Welcome to Steve

For those of you who have not visited us recently, we have a new assistant for Robin, his name is Steve Vince and has been a great asset to the resort since coming on board at the beginning of June.

He has settled in well and is great with owners and visitors alike - say Hi when you are next here!



## Painted Stones

### ***Good old-fashioned family fun!!***

One of Haven Court's owners, Pam Cardwell, has been having some great fun with her family whilst staying at Haven Court. Mrs Cardwell has kindly shared with us a wonderful way to keep the kids (and adults!) entertained on rainy days.

During their last stay the Cardwells, aged between 8 and 72 years, had great fun finding stones of all different shapes and sizes and then painting them. They used acrylic paints and children's paint brushes both of which can be bought quite cheaply. Once the paint was dry, the stones were varnished with a water-based varnish and then hidden for fellow visitors to Pembrokeshire to find.

Mrs Cardwell says that a big part of the fun is in selecting your stone as the shape of the stone often determines what to paint on it. For example, the children found some stones resembling animals or animal faces and one found a triangular shaped stone and painted a volcano.

A message was written on the back of the stones encouraging the 'finder' to take a photo and post it on the Haven Court timeshare Facebook page.

We think this is a great idea! Keep a look out for them on your next visit to Haven Court and remember to post your finds on the Haven Court Facebook page.

Happy painting, hiding and hunting!



## Haven Court **AGM**



**The 2019 Annual General Meeting for Haven Court will take place on Wednesday 22nd May 2019 starting at 2:00pm**

**Once again the meeting will be held at Cardiff Arms Park in Cardiff.**

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

# Haven Court Site Report

Once again it's that time again to jot down a few notes on the past year here at Haven Court. Normally I would say what we have done and what has happened over the twelve months, but instead I have decided to do the following.....

I was chatting to a visitor from America earlier in the year, and like most Americans, he was gushing in his praise for Haven Court, Little Haven and Pembrokeshire, but he asked me a question which I had not had, or thought of, before and will try and answer here.....

The question – what are the seasonal differences during the year here at Haven Court.

Well..... the year starts with a closed week after the new year celebrations, which gives us a chance to stop and draw breath before starting on any refurbishment work or any projects which we will have planned. Visitor wise it is always quiet in January and early February, Half term week is usually when we start to get busy again and that week can be busy or quiet depending on what month Easter falls. So, this is a great time to come and relax and explore the area, do great walks on empty beaches and coast paths, visit a castle or two, do a little shopping and, after busy days out, sit and huddle around the log fires in the local pubs with your favourite tippie. Also, surprisingly, the weather can be good at this time too.



March brings with it a warming of the weather and our summer bird visitors start to return, the Puffins herald the start of spring, and are thinking of rebuilding last years nests/burrows ready for the busy couple of months ahead looking after their new born chicks. Skomer and Ramsey can be open at this time as well. Lighter nights and warmer weather also bring out more visitors to the area, the café, pubs and village are busier and everywhere seems to start to come alive again.

April and May are my favourite months in Pembrokeshire, with so much going on in the natural world, birds are busy, spring flowers abound, blossom on the trees and glorious big, blue Pembrokeshire skies [when the weather is good] which all seems to put a smile on every face you see.

All of the attractions are back open, but not crowded out with visitors, so this is a great time to pay a visit to them. The county comes alive again over these two months and this really is a time not to be missed in Pembrokeshire if you have never been in the springtime before.

June, July and August, well what can I say....June is really an extension of the previous two months, but a little busier. July and August hits us like an express train, all the usual suspects back down for their yearly fix of Little Haven. Families that





have been coming for years from Cardiff, Swansea and all over South Wales, The Midlands, Norfolk, the North West and, so it seems, all points of the compass. It is a time I really enjoy, seeing people who have become friends over the twenty years I have been here, catching up on all their news and gossip.

There are always plenty of people in the village, enjoying the school holidays and meeting other holiday visitors who come at this time every year, sitting outside the pubs and café enjoying the sunny days and with the raft race and regatta held in these months it is always a busy time.

The county is also in full swing with visitors, with the beaches and boat trips busy, people visiting all of the attractions, the coast path and the Puffin Shuttle mini-bus well used and the 3-day County Show eagerly anticipated. This is a busy time for everybody, but a time the county is really at its best and such a great time to visit if you have children or grand children.

Things then slow down and get a little quieter as Summer slips into Autumn and the mellow months of September and October. It is a time I always adore as the pace of the days seem to fall away, with the leaves beginning to turn and new birth with the seal pups all around the coast, especially up on the Deer Park overlooking Skomer. It is a joy just to sit on the end of the Park and watch the pups and stare out to sea, so relaxing and so refreshing, it is my most favourite spot in Pembrokeshire.



People also seem to take things a little slower after the busy summer months, with time to stop and chat and catch up over a tea or coffee.

After Half term, Halloween and Bonfire night, we really go quiet at the resort and in the village, November is really a funny month, with shorter days and longer nights, a great time though for star gazing from the point, quiz nights in the St Brides Inn and to enjoy the county at a different pace. The count down to the Christmas and the New Year period begins now, a time to come and do some Christmas shopping, have a romantic walk along a beach, stare in wonder at the views from the coast path and have the pubs practically all to yourselves. Just come and enjoy the peace and quiet that the county offers.

Christmas and New Year heralds the end of another year and another year closer to the end of the timeshare leases in 2022, so now is the time to look at coming down at a different time of the year and experience everything that is so diverse and wonderful about this magical place called Pembrokeshire. Rental weeks are available most times of the year so book an extra week at Haven Court; we will be so pleased to see you.

That's all folks  
Robin

## 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!

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*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.*

## 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](http://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.*

# Spring Breaks at Haven Court



**Blow away the winter cobwebs**

**Take a spring break at Haven Court from just £159**

**Travel dates January – March 2019\***  
**Short Breaks of 3 nights also available**

To book call 01858 431160, or email  
[admin@resort-solutions.co.uk](mailto:admin@resort-solutions.co.uk)

\*T&C's apply, subject to availability , new bookings only. Quote Haven19

# 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.

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***Whatever your plans, have a great holiday!***

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# 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.

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*"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.

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*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.*



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## 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](http://www.dialanexchange.com),  
[www.rci.com](http://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!**
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# Spend more time at Haven Court

Secure additional time for 4 years with all the benefits of ownership but without the long term commitment



Enjoy 4 years of holidays at Haven Court for only  
**£1350\***

Includes all maintenance fees.

**\*Occupancy must start in 2019**

Call us to find out more!

01858 431160

Quote: Haven2019

**HAVEN  
COURT**  
TIMESHARE



\*Subject to availability. Sales to complete by 31<sup>st</sup> March 2019