



Club La Santa – Timeshare Owners’ Rights, Obligations, Privileges and Benefits

This document has been prepared by ITSO as a summary of the current position in relation to the above. Please note that the detail relating to TSO privileges (which are not guaranteed) are always under discussion between ITSO and Club La Santa. Also, this document does not necessarily set out ITSO’s agreed position on such matters.

LEGAL RIGHTS AND OBLIGATIONS AS A TIMESHARE OWNER

Rights

As a Timeshare Owner (“TSO”) you have certain legal rights set out in the terms and conditions (“Articles”) in the Timeshare Certificate and Service Agreement relating to your apartment. These can be summarised as follows:-

- Not to pay the service fee when you do not wish to use your apartment
- To occupy the apartment for the timeshare week/s you own in accordance with the timeshare calendar issued by Club La Santa, subject to timely payment of the service fee
- To let or lend the apartment to friends, family or any third party, including RCI exchange
- To use the sports and service facilities and also other common facilities free of charge (excepting special tuition)
- To take advantage of the Sports Booking Service
- To sell or transfer your apartment

You also have these benefits as of right:-

- Preparation of your apartment for your arrival
- Change of bed linen and towels “when needed” (currently towels daily if required; bed linen once per week)
- Maintenance by Club La Santa of the apartment, furniture, sports facilities, installations and buildings.
- Electricity, hot and cold water
- Insurance to meet Spanish law
- Free bus transfers from and to the airport when using a timeshare week (or refund of taxi fare if no bus available)
- Use of all sports facilities (golf excursions and scuba diving subject to additional charges)
- Fitness checks
- Organisation of training and competitions.

Obligations

To pay the cost of any damage caused to the apartment or the common or sports facilities by you or anyone you allow to use your apartment (except normal wear and tear).

To sign a service agreement with Club La Santa and to pay the weekly service fee no later than three months before the beginning of your timeshare week or lose the right to use the apartment in the year in question.

Additional services for timeshare owners and all tourists staying at Club La Santa

- Cleaning of your apartment (excluding washing up)
- Hire of sports equipment using a “token” system.
- On site evening entertainment
- Supermarket, shops and restaurants, open daily

PRIVILEGES AND BENEFITS AGREED BY ITSO WITH CLUB LA SANTA FOR ALL TIMESHARE OWNERS

- Service fee limited to movement in the Spanish Retail Price Index, instead of 3-yearly reviews as set out in Timeshare Service Agreement
- Internal exchange (through CLS or local agent) of your apartment to another timeshare week (excluding peak periods), subject to availability
- Improved age/number restrictions on occupants – e.g., 4 adults, plus 1 infant, in 1 bedroom apartment.
- Reservation of courts and self-windsurfing 1 day in advance of non-TSO's (= 2 days)
- Booking of bicycles for a whole day and 2 days in advance.
- Use of TSO Members' Lounge, TV room with satellite TV and "library"
- 10% discount, by showing the TSO Internal Credit card (issued by Club La Santa on arrival), **either when paying cash or when charging the bill to the card**, at:- Green Bar, Atlantico, La Casa, La Bodega, Sports café, CLS Arena/Disco, Sports Booking (including Plus Instruction and Excursions but with some other exceptions).
- 10% discount, by showing the TSO Internal Credit card and **paying cash** at:- Sports Shop, Fun Sun, Diving Centre and Rent-a-car (international credit cards receive 10% here too).

NOTE: For more detail, please see separate sheet issued by CLS about the TSO Internal Credit Card, copies available from the ITSO Service Office

- ITSO Representative/ Service Manager on-site in the ITSO Service office to deal with all TSO queries and to handle timeshare resales
- Weekly TSO meetings at CLS
- Dedicated accommodation and flights booking service in Denmark, the UK and Germany

These privileges and benefits are not guaranteed and derive from the 10-year "STRAP" agreement made on behalf of all TSOs between ITSO La Santa and Club La Santa, which will expire in 2010 (and renewal of which is under discussion). Under that agreement, service fee increases are limited to the Spanish Retail Price Index, instead of the three-yearly reviews provided for in your Timeshare Service Agreement.*

* Statement of Timeshare Rights and Privileges

ITSO Membership and ITSO Cards - **IMPORTANT**

Without the four ITSO National Associations and the support of their members, negotiation of the above by the ITSO International Board - for the benefit of all TSOs - would not have been possible.

As a TSO, it is important that you support ITSO by joining your ITSO National Association.

Membership brings a range of exclusive **ADDITIONAL BENEFITS AND DISCOUNTS**, as well as allowing you to use your membership card when you visit on exchange or as a tourist.

Details are available from the ITSO Service Office or at: www.itsolasanta.com