

### Introduction

When you buy a timeshare week or weeks at Club La Santa, you are buying the right to use a particular apartment in a particular week until 2082. If you wish to use your week(s), you pay a Service Fee to Club La Santa.

Club La Santa issue a Timeshare Certificate to you for each timeshare week that you own and you sign a Service Agreement with Club La Santa. The Timeshare Certificate and Service Agreement contain the basic legal rights and obligations relating to your timeshare week(s).

Timeshare Ownership at Club La Santa also gives you many special additional rights and benefits. These have been agreed with Club La Santa on your behalf by ITSO (the International Timeshare Owners Organisation at Club La Santa) and override and improve on the provisions of your Timeshare Certificate and Service Agreement.

On becoming a member of ITSO, a further range of exclusive benefits and discounts is available to you.

### This leaflet contains details of:-

- **Your Legal Rights, Additional Benefits and Obligations**
- **Additional Benefits and Privileges for Timeshare Owners as agreed with Club La Santa by ITSO (the International Timeshare Owners Organisation at Club La Santa)**
- **ITSO Member Exclusive Benefits**



### These additional documents are also available:-

- Apartment Choices, Location and Numbers
- Apartment Location Plans
- Buying, Selling or Transferring Timeshares at Club La Santa
- Timeshare Calendar - plus Exchanging Your Weeks or Switching Your Day
- ITSO Service Office, ITSO Membership and Information for Timeshare Owners

## Your Legal Rights

(as in the legal wording of your Timeshare Certificate and Service Agreement)

As a Timeshare Owner ("TSO") you have 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:-

- Timeshare ownership of a furnished apartment at Club La Santa up to and including 2082
- Not pay the service fee unless you wish to use your timeshare week(s)
- To occupy the apartment from the designated start day for the timeshare week/s you own in accordance with the timeshare calendar issued by Club La Santa. (Note: Subject to strict deadlines for 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

### Additional 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 airport transfers when using your timeshare week - subject to conditions
- Use of all sports facilities ("Plus" instruction, golf excursions, scuba diving, etc. subject to additional charges)
- Fitness checks
- Organisation of training and competitions (excluding special training "camps", etc.)

### Obligations

- To pay the cost of any damage caused to the apartment or to the common parts 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 guests 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

\* Note: There is no absolute guarantee of a flight seat from Denmark with Club La Santa. However, if you book 5 months in advance (7 months for busy weeks), Club La Santa will have seats available for you..

**[Subject to detailed conditions - and see facing page.](#)**

Whilst every effort has been made to ensure the accuracy of this document, neither ITSO nor Timeshare Resales can accept responsibility for any errors or omissions.

## As a Timeshare Owner you also have these extensive additional Rights and Benefits which have been agreed on your behalf by “ITSO LA SANTA” (the International Timeshare Owners Organisation at Club La Santa)

- Service Fee limited to movement in the Spanish Retail Price Index, instead of 3-yearly reviews as set out in Timeshare Service Agreement
  - Improved age/number restrictions on apartment occupancy – e.g., 4 adults, plus 1 infant, in 1 bedroom apartment. Occupancy details available on request
  - Free airport transfers - subject to conditions
  - 10% discount, by showing the CLS Internal Credit Card\* at:-
    - Atlantico Restaurant*
    - La Casa Restaurant*
    - Club La Santa Steak and Sushi Restaurant*
    - Sports Café*
    - CLS Arena/Disco*
    - Sports Booking (including Plus Instruction and Excursions)*
    - Rent-a-Car (also 10% with international credit cards)*
    - Sports Shop*
    - Wellness Centre—all treatments, products and entry fee (25% on entry fee at specified times)*
    - Tourist accommodation in all parts of the resort (off prices published in Reception)*
    - Dive Centre (when paying in cash)*
  - Half-board in Atlantico Restaurant — 15% discount per week on purchase from Reception
  - Internal exchange of your apartment to another timeshare week (excluding peak periods), subject to availability and conditions
  - RCI exchange, subject to membership and availability
  - Discounted prices for additional weeks (when offered by CLS)
  - **UNTIL 30/06/2012**—Reservation of courts, bikes and self-windsurfing 1 day in advance of non-TSO's (= 2 days)
  - **FROM 01/07/2012**—Reservation of 4 Timeshare Owner Priority Tennis Courts, 1 day in advance of other guests. All guests can book on day of use
  - Bikes for whole day
  - Use of TSO Members' Lounge with “library”, TV room with satellite TV, including SKY SPORTS
  - 24-hour Security to ensure compliance with Club La Santa Code of Conduct
  - ITSO Representative/ Service Manager on-site in the ITSO Service office to deal with all TSO queries and to handle timeshare resales
- \* Subject to conditions. For ITSO Members the ITSO Member's Card replaces the CLS Internal Credit Card.



The rights and benefits on pages 2 and 3 are available to you and your immediate family in your own timeshare week, in a week exchanged through Club La Santa, and in an additional tourist week booked directly before or after an exchanged week.

**IF YOU BECOME A MEMBER OF ITSO  
YOU ALSO HAVE A FURTHER RANGE OF  
EXCLUSIVE BENEFITS, SEE PAGE 4**

## JOIN ITSO!

*the organisation formed to safeguard and promote the interests of all Timeshare Owners at Club La Santa*

*ITSO Members enjoy TSO rights and other benefits  
negotiated by ITSO with Club La Santa*

**PLUS:**

*for holders of a current ITSO Card the  
ADDITIONAL EXCLUSIVE BENEFITS AS SET OUT BELOW*

### FREE:

- **Wireless internet access** (via CLS Wi-Fi)
- **Safe** in your apartment
- **Registration of weeks for resale** with Timeshare Resales at the ITSO Service Office

### 10% DISCOUNT:

- **Club La Santa Pool Bar and Green Bar**
- **Mama Africa** restaurant, La Santa village, Lanzarote (International/modern cuisine)
- **Verde Mar** restaurant, La Santa village, Lanzarote (International cuisine) - [www.verdemarlasanta.com](http://www.verdemarlasanta.com)
- **Mezza Luna** restaurant, Tinajo, Lanzarote (Italian)
- **La Cabana** restaurant, Macher, Lanzarote (International) - [www.lacabanamacher.com](http://www.lacabanamacher.com)
- **Grillen** bar and grill, Tinajo, Lanzarote (International) - [www.grillen.es](http://www.grillen.es)

### PLUS:

- Special **discounts** at Cabrera Medina **Car Hire** (available from the airport)
- Facility to **rent** apartment weeks from other ITSO members through TSO National Association websites
- Regular national **newsletters** and **websites plus** specific information for members

## Join your national branch of ITSO -

**Denmark; UK and Ireland; Belgium (+Netherlands/France/Luxembourg) or Germany.**

**As an ITSO Member you have all rights/benefits of a being a Timeshare Owner plus the benefits of ITSO membership  
whenever you visit the resort.**

**(except free airport transfers in "solo" tourist weeks, i.e. not immediately before or after a timeshare week)**

**Rights and benefits are subject to conditions and to production of current ITSO Member's card.**

*The additional privileges and benefits offered by Club La Santa are not permanently guaranteed and derive from the most recent  
10-year "STRAP2" \* Agreement made on behalf of all TSOs between ITSO La Santa and Club La Santa,  
which came into force on 1st January 2012*

*\*Statement of Timeshare Owners Rights and Privileges*

*External benefits are subject to change/withdrawal without notice*

*Your ITSO representatives will be seeking to improve and expand the benefits for ITSO members on a continuing basis*

