

Timeshare at Club La Santa

Summary of Rights and Benefits

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 for 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 (the International Timeshare Owners Organisation at Club La Santa)
- ITSO Membership Exclusive Benefits

These additional documents are also available: -

- **CLS Apartment Location Plans**
- **Buying, Selling or Transferring Timeshares at Club La Santa**
- **Timeshare Calendar – plus Internal Exchange and Guide to Obtaining Additional Weeks**

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 paying the service fee unless you wish to use your timeshare apartment 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 facilities and service facilities and also other common facilities free of charge (except 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 – subject to conditions (see www.clublasanta.com/hotel-booking/timeshare-owners)
- Use of all sports facilities (“Plus” instruction, golf excursions, scuba diving, etc. subject to additional charges)
- Fitness checks
- Organisation of 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 which cannot be classified as accidental or normal wear and tear
- To sign a service agreement with Club La Santa and 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
- On site evening entertainment
- Supermarket, shops and restaurants, open daily
- Free Wi-Fi
- Free use of apartment safe

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

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 the movement in the Spanish Retail Price Index, annually, instead of 3-yearly reviews as set out in Timeshare Service Agreement
- Improved age/number restrictions (over tourist guests) on apartment occupancy – e.g., 4 adults, plus 1 infant (under 2 years of age), in a 1-bedroom apartment. Occupancy details can be found in the STRAP II agreement within the Members’ Area of the website
- 10% discount, by showing the CLS Internal Credit Card* or current ITSO Member Card at: -
 - Atlantico Restaurant
 - La Plaza Restaurant
 - El Lago Restaurant
 - Sports Café
 - CLS Arena/Disco
 - Sports Booking (including Plus Instruction and Excursions)
 - Sports Shop
 - Wellness Centre – entry fee, all treatments and products (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 RCI membership and availability
- Discounted prices for additional weeks (when offered by CLS)
- Reservation of 4 Timeshare Owner Priority Tennis Courts, 1 day in advance of other guests. [All guests can book on day of use]
- Standard bicycle rental for whole day
- Use of TSO Members’ Lounge with TV and “library”
- ITSO Representative/Service Manager on-site in the ITSO Service office to deal with all TSO related queries and to handle timeshare resales, during office hours

The rights and benefits on page 2 and 3 are available to you and your immediate family (includes a person's parents, spouses, siblings and children) 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 exchange 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: -

- Registration of weeks for resale with Timeshare Resales at the ITSO Service Office (Subject to qualifying period)

10% DISCOUNT: -

- Club La Santa Bar Piscina 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
- Mezza Luna restaurant, Tinajo, Lanzarote (Italian)
- La Cabana restaurant, Macher, Lanzarote (International) – www.lacabanamacher.com
- Rio Azul, La Santa Village, Lanzarote (Mediterranean cuisine)
- Los Aljibes de Tahiche, Calle Bravo Murillo 6, 35507 (Mediterranean, Barbecue, European)
- Salmarina, La Santa Village, Paseo Los Chaleneros, 11 (Mediterranean) **NEW FROM SEPT 2019**

PLUS: -

- Facility to rent apartment weeks from other ITSO members through ITSO National Association websites (excl. Belgium)
- Regular national communications and websites plus specific information for members

Join your national branch of ITSO –

Denmark; UK and Ireland; Belgium (+Netherlands/France/Luxembourg), and Germany

As an ITSO Member you have all rights/benefits of being a Timeshare Owner plus the benefits of ITSO membership

Whenever you stay at the resort

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

*The additional privileges and benefits offered by Club La Santa are not permanently guaranteed and derive from the most recent 10-year “STRAP II” * Agreement made on behalf of all TSO’s between ITSO La Santa and Club La Santa, Which came into force on 1st January 2012*

**Statement of Timeshareowners Rights And Privileges*

External benefits are subject to change/withdrawal without notice

Your ITSO Representatives will be seeking to improve and expand the benefits of ITSO members on a continuous basis