

Club La Santa – Timeshare Owners’ Rights and Obligations

Rights

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:-

- 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 FOR ALL TIMESHARE OWNERS AGREED BY ITSO WITH 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
- Internal exchange (through CLS or local agent) of your apartment to another timeshare week (excluding peak periods), subject to availability
- Special Offers of Extra Weeks at discounted prices
- Improved age/number restrictions on occupants – e.g., 4 adults, plus 1 infant, in 1 bedroom apartment

- Reservation of courts, bikes and self-windsurfing 1 day in advance of non-TSO's (= 2 days); bikes for whole day
- Use of TSO Members' Lounge with "library", TV room with satellite TV, including SKY SPORTS
- 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, Physiotherapy and Massage but with some exceptions)
- 10% discount, by showing the TSO Internal Credit Card* and **paying cash** at:- Sports Shop, Fun Sun, Diving Centre and ****Rent-a-Car (**also 10% with international credit cards)**
- ITSO Representative/ Service Manager on-site in the ITSO Service office to deal with all TSO queries and to handle timeshare resales
- Weekly TSO Social Hour at CLS
- Dedicated accommodation and flights booking service in Denmark, the UK and Germany

*Note: For ITSO Members, the ITSO Card replaces the TSO Internal Credit Card. Use of ITSO Card is subject to rules, details available on request.

ITSO Card holder members have additional exclusive benefits. See separate sheet.

The additional 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 has been extended and will now expire in 2011 (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 Owners Rights and Privileges*

ITSO Membership and ITSO Cards - IMPORTANT

Without the four ITSO National Associations and the support of their members, negotiation of the additional privileges and benefits 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.

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

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

This document has been prepared by ITSO as a summary of the current position in relation to the above and is accurate to the best of ITSO's knowledge and belief. It is not intended to be treated as a contractual document and some items are non-contractual.