

La Santa, November 2021

**TIMESHARE-OWNER INFORMATION
&
SERVICE-FEE RATES FOR 2022**

Dear Timeshare owner,

Please find below the information about your **TSO-service fee for 2022**.

GENERAL INFORMATION

When you want to use your apartment, please send an email to: **reservas@clublasanta.com** with all details:

- Name of Timeshare owner
- Apartment number and week(s)
- Names and the dates of birth for all travellers (This is very important)
- **Flight numbers and times (Arrival to and departure from Lanzarote)**

More information below under Transfers**

SERVICE FEE

According to the agreement with ITSO (Club La Santa-Time-share-association) The service fee increase for the year 2022 was calculated according to the Spanish price index 2021. The fees for 2022 are as follows:

Apartment with 1 bedroom (maximum 4 persons)	674,00€*
Apartment with 2 bedrooms + 1 bathroom (maximum 6 persons)	790,00€ *
Apartment with 2 bedrooms + 2 bathrooms (maximum 6 persons)	889,00€
Apartment with 4 bedrooms + 2 bathrooms (maximum 10 persons)	976,00€ *

*Price per Week

BANK ACCOUNT

Please arrange the money transfer to following bank account only:

- Account holder: Club La Santa S.A.
- BANK: Caixabank
- IBAN Number: ES35 2038 8746 31 6800005858
- BIC/SWIFT CODE: CAHMESMM

VERY IMPORTANT: Write in concept **apartment number, your week number/s and year**
Each apartment must be paid separately.

TERMS OF PAYMENT

When paying the service fee, please indicate the following on the giro form:

- Apartment number
- Week number and year

The service fee must be received 3 months before the usage of your week/s on our account
(Please be aware that the money transferred will take about 10 days to arrive to foreign country).

In case of a late arrival of your money transfer you can lose your right to use your weeks.

ARRIVAL DAY / DAY OF CHANGE

The arrival day /day of change at Club La Santa depends on which allotment you have your apartment and week/s.

If you have any doubts or question, please do not hesitate to contact us.

TRANSFER**

Taxi-transfers from Arrecife airport will only be refunded when your flight number and times has been advised to Reservations Department, at least three weeks in advance before your arrival to Lanzarote and when there is no Bus at the Airport.

Be aware that if you take a Taxi and there is a Bus in the Airport, the costs of the Taxi will not be refunded.

Remember to book your departure transfer two days before your check out day at Club La Santa Guides department, which is located at the Sport Booking office.

INTERNAL EXCHANGE

Please note that internal exchanges are subject to availability at Club La Santa.

The rules for an internal exchange are as follows:

1. The change must be requested by email at least three months before your original week starts.
2. When a change is accepted the service fee-payment must be settled immediately.
3. The internal change is only possible for the timeshare-owner himself and/or their immediate family.
4. Timeshare weeks up to, but not exceeding, a year in advance may be used for exchange.
5. The internal change is only possible into the **same apartment category**. Unless otherwise agreed by the resort owner
6. Exchange may only be made to an equivalent or lower seasonal period (as defined by the resort owner), unless otherwise agreed.

NO INTERNAL EXCHANGES FOR CHRISTMAS, NEW YEAR AND EASTER DATES ARE ALLOWED

GENERAL NOTES

- EXTRA WEEKS at tourist prices can be booked with the reservations department
- Please note that all communications must be in English
- In case you don't want to use your weeks, please inform us to reservas@clublasanta.com indicating the apartment, week, and year

CONTACT

Reservations Department

Telephone number: 0034 928599996 (Monday-Friday, 08:00-16:00)

E-Mail: reservas@clublasanta.com

Web page: www.clublasanta.com