



La Santa, August 2023

## TIMESHARE-OWNER INFORMATION & SERVICE-FEE RATES FOR 2024

Dear Timeshare owner,

Please find below the information about your TSO-service fee for 2024.

### GENERAL INFORMATION:

When you want to use your apartment, please send an email to: [reservations@clublasanta.com](mailto:reservations@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:

In accordance with the agreement between ITSO La Santa (International Timeshare Owners Organisation at Club La Santa) and Club La Santa S.A., the service fee for 2024 has been adjusted in line with the Spanish inflation, which stood at 1,9% (June 2023).

Apartment with 1 bedroom (maximum 4 persons)	757€
Apartment with 2 bedrooms + 1 bathroom (maximum 6 persons)	887€
Apartment with 2 bedrooms + 2 bathrooms (maximum 6 persons)	998€
Apartment with 4 bedrooms + 2 bathrooms (maximum 10 persons)	1096€

\*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: ES30 2100 7850 4613 0001 4928
- BIC/SWIFT CODE: CAIXESBBXXX

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.

#### 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 [reservations@clublasanta.com](mailto:reservations@clublasanta.com) indicating the apartment, week, and year.

**CONTACT:**

Reservations Department

Telephone number: 0034 928599996 (Monday-Friday, 08:00-16:00), except Public Holidays.

E-Mail: [reservations@clublasanta.com](mailto:reservations@clublasanta.com)

Web page: [www.clublasanta.com](http://www.clublasanta.com)