



Los Claveles Development Owners Association
Andorra, 2,
Los Cristianos,
38650 Arona,
Santa Cruz de Tenerife, Spain

April 2020

Dear Owner

Coronavirus and your annual service fee at Los Claveles

Above all, I hope that you and your family are in good health, and that this situation will affect you as little as possible.

I have had long telephone conversations and exchanges with Sr Castro, Managing Director of WimPen, to arrive at a decision regarding the maintenance fees for those of you being affected by the impossibility of using your timeshare due to the Pandemic that has devastated us all.

It has been a very difficult decision because it obviously affects the income of the Community, and we have been making projections with different options, to try to take the best decision, as well as actions to save and avoid further losses.

As of today, there is great uncertainty in Spain and Europe, to what extent we will be affected, not only by confinement, but by having a normal life including when we will be able to travel by plane, as well as the opening of the Hotels and the tourism. There is also possibility that elderly owners over 65 will face a longer travel ban.

The initial parameters we contemplated were that we would be closed from March 14 to June 15, this was the premise, but today it is unlikely that on this date we will be able to open.

We considered two options:

One was the possibility of giving a 35% discount for owners who have been affected, or secondly to allow those with affected weeks to be offered extra weeks at another date. However, we have established that the second option is impossible. There are simply not enough weeks and, in some cases, it would totally eliminate next year's rental weeks, which would make recovery much more difficult if not impossible.

- **WEEKS AFFECTED BY THE CORONAVIRUS** (assuming 14th of March 2020 to 15th of June 2020 but could be longer): **1063 WEEKS.**

For all these reasons, and following further discussion, the decision I have now agreed with WimPen is as follows:

- Give a **50%** discount on the MAINTENANCE FEE of all affected Weeks.
- If you have already paid your MAINTENANCE FEE, you will be credited to your maintenance account **50%** to use next year
- If you have not paid the maintenance fee yet, you will be invoiced with a **50% discount.**
- However, if in due course you find restrictions lifted and you can use your week, you will be asked to repay the 50% balance due.
 - **Example:** *I am the owner of August week 32, I pay my fee at this time **50%** of the maintenance fee, if it remains closed I will pay to the resort only **50%**, if all restrictions have been removed and I can use week 32, the remaining **50%** will have to be paid by transfer or at the reception upon arrival.*
- This 50% discount proposal will not apply to people who have exchanged, as they will be able to enjoy their exchanges.
- This proposal will not apply to owners that are not up to date with the payment of this year's maintenance fee, the reason is that if they pay next year, they will not be able to request this year's discount backdated, the reason for their non-use was due to late payment.

- This discount is not available to owners who have paid Club Los Claveles

The Escritura Owners representative and I have approved this decision and it will also be taken as a resolution to the AGM for ratification.

This discount is the approximate cost of variable costs such as water, laundry, cleaning, cleaning products, etc. therefore they are subject to use, the rest is to pay the fixed expenses that are inherent to the resort and its maintenance.

THIS HAS TO BE TAKEN AS AN EXCEPTIONAL MEASURE, THE MAINTENANCE FEE IS A MANDATORY PAYMENT WHETHER IT IS USED OR NOT, IT IS AN OBLIGATION WITH OWNERSHIP OF THE PROPERTY.

If you have any question, please contact me at rogerbarrow@losclaveles.eu

I hope you feel this decision is as fair as possible in the circumstances.

Stay safe

With bests wishes



Roger Barrow
President, Development Owners Association Los Claveles