



## THE INTERNATIONAL TIMESHARE OWNERS ORGANISATION AT CLUB LA SANTA (ITSO LA SANTA)

ITSO La Santa is the organisation that represents all Club La Santa Timeshare Owners of all nationalities. Its objectives are:

- 1) To support and (through elected representatives) participate in the deliberations and all other activities undertaken to safeguard and promote the interests of all Timeshare Owners at Club La Santa.
- 2) To promote and further the collective interests of all paid up ITSO plastic card holders from national ITSO Associations.

### IT IS THE ORGANISATION THAT LOOKS AFTER YOUR INTERESTS AT CLS

It works continuously on your behalf:

In 1999 it set up the "Statement of Timeshare Owners Rights and Privileges". This Agreement was negotiated with CLS Management, and lists all the privileges enshrined in each Timeshare Owners contract with CLS, but in addition a major element is the introduction of a limitation of any increase in the annual Service Fee, to the Spanish Retail Price Index.

In 2005 it introduced a plastic "ITSO Members Card" for all TSO's who support and subscribe to their national ITSO Association. This card ensures that, not only are these ITSO Members recognised whilst they are at CLS, but it also brings with it additional advantages which will be developed and improved upon in the future.

The Timeshare Owners Service Office was set up and is subsidised by ITSO to offer a service to all TSO's and deal with any queries from TSO's whilst they are at CLS. It is managed by Roger Herbert, who also runs his own business handling all re-sales of timeshares, under guidelines established by ITSO.

Regular ITSO Newsletters keep ITSO plastic card Members in touch with all the latest developments at CLS, and also provide a facility for exchange of information between TSO's.

Particularly now, as CLS is developing and expanding it is important that TSO's interests are promoted and safeguarded. It is therefore in the interests of all TSO's at CLS to be members of their national ITSO Association. We urge those who are not members to contact their national ITSO representative, details below.

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