

Further information and advice
are also available from:

(i) Vacation Owners Independent Coalition in Europe (VOICE) operates a consumer information and help service. This is a joint initiative between the Organisation for Timeshare in Europe (European trade body) and the Association of Timeshare Owners Committees offering a free advisory and conciliatory service for consumer disputes.
Contact: Tel: 0870 240 8993 or Email: info@voice.eu.com

(ii) Timeshare Consumer Association (TCA) can give you advice and help relating to consumer issues.
Contact: Tel: 01909 591 100 or Email: info@timeshare.org.uk

(iii) Association of British Travel Agents (ABTA) operates a Code of Conduct which its members must comply with. It also operates an independent arbitration scheme for disputes.
Contact: Tel: 020 7307 1907 or
Email: information@abta.co.uk or search online
<http://www.abta.com>

(iv) Office of Fair Trading, although they cannot intervene in individual disputes but your evidence could help assist them in stopping unfair trading practices which collectively harm the interest of UK consumers.
Contact: European Enforcement Team, Fleetbank House,
2-6 Salisbury Square, London EC4Y 8JY or
Email: euroteam@oft.gsi.gov.uk

(v) There is more information on timeshare on DTI's website:
<http://www.dti.gov.uk/ccp/> Choose the A to Z Index on the left and then scroll down to timeshare.

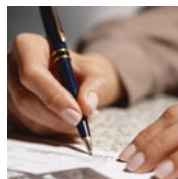
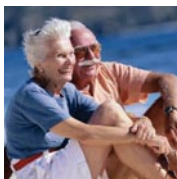
This leaflet is only a simple guide and should not be relied on as a statement of the law. To understand your rights and obligations fully, study the relevant law or consult a solicitor.

Printed in the UK on recycled paper with a minimum HMSO score of 75.
First published July 2001. Department of Trade and Industry.

© Crown Copyright. <http://www.dti.gov.uk/>
DTI/Pub 6603/5k/03/03/RP.
URN 03/727



Timeshare - making the right choice



Timeshare - making the right choice

Timeshare means buying the right to spend a set period in a holiday property each year for at least three years.

Many people own timeshares and enjoy using them.

If you buy a timeshare anywhere in the European Economic Area (EEA)*, you will have certain minimum rights to protect you:

- A 10 day cooling off period in which to cancel the contract without penalty
- Timeshare sellers cannot ask for or take a deposit during the cooling off period
- The right to a brochure and a written contract setting out basic information on the timeshare property in your own language

WARNING - What is not covered by Timeshare law:

- Holiday or vacation clubs - where membership is not linked to any rights of occupancy in any particular property or properties
- Some timeshare resales
- Timeshare in floating vessels (eg narrow boats, pleasure boats and houseboats)
- Timeshare lasting for less than three years

Beware of telephone callers who tell you that you have won a prize of a free holiday. The holiday prize may be used to entice you to attend a timeshare/holiday club presentation.

* EEA countries: UK, France, Germany, Italy, Netherlands, Belgium, Luxembourg, Ireland, Denmark, Greece, Spain (including the Canaries and Balearics), Portugal, Austria, Sweden, Finland, Norway, Iceland, and Liechtenstein.

Before you commit yourself

- Don't part with any money because timeshare sellers cannot ask for or take deposits during the cooling off period
- Get everything in writing and make sure you read and understand it all
- Check whether the company is a member of a reputable trade association with a Code of Practice, such as the Organisation for Timeshare in Europe (OTE) or the Association of British Travel Agents (ABTA)
- Don't be rushed into signing anything. If you're unhappy, walk away

What to do if things go wrong

Initially you should contact the Trading Standards Departments who are responsible for enforcing the UK's timeshare law. You can also get legal advice from Citizen Advice Bureaux or solicitors.

You can find the address and telephone number of your local Trading Standards Department or local Citizen Advice Bureau by visiting

<http://www.tradingstandards.gov.uk> or
<http://www.citizensadvice.org.uk>

For details of solicitors with experience in timeshare matters, contact the Law Society on Tel: 020 7242 1222 or visit <http://www.solicitors-online.com> and choose Specialism and scroll down and then select the topic Travel and Tourism.

