



NEWSLETTER

SUMMER /AUTUMN 2011

We would like to thank all our members for their continued business with us and look forward to speaking with you all throughout 2011.

The start of year proved extremely challenging UKRE has been temporarily moved whilst our old premises undergoes renovation work and we don't expect to return to the old premises for some months yet. Communications with the outside world became extremely difficult and BT managed to bring UKRE to a halt on three separate occasions and still we are not running at 100% resulting in staff shortage because of lack of phone lines.

On a positive note we have one dedicated line to take all incoming calls 01770 302345 and ask that our members please leave a message so we can return your call members can also try 01770 810255 but that phone has no answer service. We are also considering using staff to work from home and our first person to do so after initial training will be Gary Grant (no not that one) he is from Northern Ireland and has a very good sense of humour and he will speaking to many of our members with his lovely Irish Lilt. We are pleased to see an increasing amount of members using our website more and more we still urge members to deposit their week/s early and call us to place a request.

Members can now go to their own page on www.ukresortexchange.co.uk click members page, enter your membership number and your password will be your postcode. You can access some availability and you can deposit your weeks and fill in request forms, you will also be able to see what you have in the bank and where you have been on exchange. This online service will help those who cannot reach us during the day.

We don't rely on weeks banked by our members we have Trading Partners throughout the world and many exchanges are achieved this way so please get your request in with us the sooner the better.

Please let us have your up to date email address and once a month we will email you with availability. A NEW SERVICE coming soon.

NEW BENEFIT

Members who own July & August week/s can now have a 2 for 1 in exchange. All we ask is that members do not ask for 2 for 1 back in School holiday time. This could be very useful for those wishing to travel further a field and one week is not enough but two weeks are more beneficial or simply have a week at different times of the year. The 2 for 1 only applies to UK weeks only

NEW MEMBERSHIP

We have recently introduced our SELECT OPTION Membership we are aware that over the next few years the UK will be suffering financially throughout the recession and that many owners will opt to stay in the UK. We also know that resort maintenance fees are a worry to some of our members so with this in mind we have decided to offer our members the option to be a SELECT Member.

Those that take this option will have their exchange fees reduced from £75.00 per exchange week to £50.00 and we will freeze the exchange fee for 5 years, this will also make a difference if a member needs to upgrade, saving them £50.00 per upgrade. Any new member joining us for this service would pay £250.00 for five years our existing members pay only £150.00 it's a great deal and please give us a call on 01770 302345 and find out more.

Please note this service is exclusively for members who have deposited past and future UK weeks only. There is no limit to exchange destinations it will apply throughout the world.

We have also introduced a FREE 2 YEAR trial membership to owners within the UK and anyone interested in this can apply on-line for this membership. Existing members who have no weeks left in the bank can have this free membership

We would like to remind members that we believe we are now by far the most economical exchange company in the UK, we have NO hidden extras, NO Guest Certificate Fees, NO Credit Card Charges and we hope as ever that our members enjoy our friendly service, we certainly enjoy speaking to all of our members. Over the years we have invested heavily on computerisation of our programmes

and they are unique and save us a lot of time which has reduced our running costs significantly and that is why we can pass reduced costs to our members and at the same time hope to increase our membership database.

Many members are now using our new rental website www.rent-accom.com can also be hyperlinked through our website. This is a low cost website £10.00 to register and £10.00 to advertise a week for a year but you get all the money as there is no middle man involved, you will be entirely responsible for booking your guests into your home resort. This site is ideal for anyone wishing to advertise a timeshare or private holiday home weeks. We do advise that anyone wishing to use this site please get yourself a pay pal account log on to www.paypal.co.uk. It's simple to use and no cost applies. If you fail to rent your week through this site we will contact you should you wish to bank your week that is a great safety net for you. We hope that many owners will enjoy this economical site.

In the coming months we will introduce a re-sale website allowing our members to advertise any weeks that they may want to sell the costs will be much the same as our rental website www.rent-accom.com we will explain more within the coming months. In the meantime please contact Nicky by emailing time2holiday@hotmail.co.uk

SCHOOL HOLIDAYS 2011

Summer England **July 23rd – 3rd September**

Summer Scotland **June 30th – 13th August**

October England **October - 15th or 22nd**

October Scotland **October - 08th and 15th**

RESORT DIRECTORIES

NB. We no longer provide a hardback Resort Directory. Members wishing to view resorts can find our directory on the website www.ukresortexchange.co.uk Those wishing to find information on overseas resorts can request a profile on any resort we offer on availability we will either post or email. We find this is the best and most up to date way of getting information to our members. Members can also look on our website by clicking RESORTS. Within the next three / four years a number of resorts will cease to be a timeshare resort, owners within these resorts purchased a 25 year lease and several are due to expire we will keep you informed.

INTERNET USERS

www.ukresortexchange.com click on to MEMBERS box then use your postcode as your password to get in to your account. Once in to your account you can check weeks you have in the bank and any exchanges and Late breaks you have taken. Members can also deposit weeks and request weeks from your own account.

WARNING ABOUT BOGUS REALE COMPANIES

Should anyone call you or HOUND you on the phone and say they have someone who will pay a lot of money for your week and you feel your eyes popping out of your head, they will when they ask you to part with as much as £800.00 mainly for legal fees and then you don't hear another word EVER. "If in doubt do without" or call us and we will check out the information you give in confidence. www.timeshare.org.uk is a very good site to find out more. Here's a bit of advice for our members who are getting bugged by bogus calls for any product. As soon as you answer the call asked to be excused for a moment to answer door or take something off the cooker, lay the phone down go to the kitchen and make your self a coffee or tea sit down relax enjoy your drink after half an hour go back and replace your handset, they will never call you again and your name will be removed from their list, do not be afraid to do this, they were about to try and con you out of your money and time.

REQUEST/REMINDER

Please not depend on availability shown on Website this is not a true reflection of weeks we have pouring through our systems. The weeks shown on the Website are weeks that have not been asked for on request. Most weeks are here with us in the office and many that do come in go straight out on request. **SO PLEASE** get your request in to us so the sooner the better.

USEFUL INFORMATION

Many members call us asking for advise on re-selling weeks and many have other issues they wish to discuss. We have found the following websites very helpful

www.aberfoyleholidays.com for re-sales

www.timeshare.org.uk for other related issues

www.rent-accom.com for rentals

Tel: 01770 302345 Fax: 01770 303931

Email ann@ukre.co.uk or info@ukresortexchange.com

N.B. Newsletter will be updated on a regular basis