



SARAH WADDINGTON

SOLICITORS

SPECIALIST TIMESHARE &
HOLIDAY OWNERSHIP SOLICITORS

Contract Disputes
Relinquishment
Reclaims

Lexcel
Legal Practice Quality Mark
Law Society Accredited



www.sarahwaddingtonsolicitors.co.uk



THANK YOU FOR CHOOSING SARAH WADDINGTON SOLICITORS

With offices in the North and South of England our firm works on behalf of timeshare owners throughout the UK who are looking to get out of their agreements with timeshare resorts and holiday clubs.

Timeshare Law is an extremely complex and specialised area, dealing with not just multiple governing laws but also different law areas such as property, contract, consumer and finance.

Many historic timeshare contracts are weighted quite heavily in the favour of the timeshare company with no get out for the consumer. I established my practice to make the law fair and accessible to all and to represent the ordinary person on the street, so this is an area of the law that I feel particularly passionate about.

My knowledge of the timeshare industry and 20 years of legal experience ensures the best possible results and I have successfully relinquished hundreds of clients from the burden of their unfair timeshare agreements.

Working with my team I will be personally overseeing your case and look forward to assisting you.

Sarah Waddington
Principle Solicitor

Client Care Pack: Important Information

If you instruct us, you will be sent a client care letter and litigation & dispute client care booklet. Please take the time to read through these documents carefully and contact us if you have any questions.

We are unable to act on your behalf until we have received signed instruction back from you.

Other Services Available:

- Holiday illness claims
- Flight delay compensation
- Personal injury claims
- Spanish Mortgage - floor clause refunds
- Spanish Property - lost deposit reclaims

Please visit our website for more information

An illustration of two orange hands, one on the left and one on the right, both wearing silver handcuffs. The handcuffs are broken, with the metal links and cuffs floating in the air around the hands. The background is white with some faint grey lines.

BREAK FREE FROM THE TIMESHARE TRAP!

Timeshare Relinquishment Service

As part of our service we will:

- Review your timeshare contract
- Provide you with detailed advice regarding your legal case against the timeshare resort
- File a claim with the timeshare resort to get you out of your agreement
- Keep you updated as your case progresses, providing you with copies of all correspondence and answer any questions that you may have.

Timeshare Compensation Reclaim Service

As part of the Timeshare Relinquishment Service we will also assess whether you are eligible to claim damages in the form of compensation.

If we believe you have a strong case, we can act on your behalf to secure compensation.

We may be able to undertake this additional legal work on a **no win no fee** basis, which will be discussed with you in advance and agreed before any reclaim work commences. No additional services will be carried out without your prior agreement.



Peter R

“I would really like to thank Sarah Waddington in assisting my wife and I in successfully recovering a ‘mis-sold’ timeshare product from one of the world’s largest timeshare companies. Without engaging the professional services of Sarah Waddington, who fully understand Timeshare Law, my wife and I would not have recovered these monies.”

Carol W

“When the maintenance fees for our timeshare soared in price we decided to try and get out of our contract, after much discussions we were told that it would be very difficult if not impossible eventually we were put in touch with Sarah and she said she could help. After many months of contact with the timeshare company Sarah was successful and our contract was cancelled.”



SARAH WADDINGTON
SOLICITORS

The Legal Process

Timeshare law is incredibly complex and no two cases are identical.

The products being sold under the various timeshare arrangements have often been developed and refined over decades and can involve highly complicated exchange schemes.

We have to undertake multiple investigations, using different laws and regulations, to determine the legal grounds applicable to build a case for termination of individual contracts.

We have put together this guide to illustrate the typical process we undertake for a Timeshare case:

COMPLIANCE CHECK: COMPLIANCE OFFICER

- ✓ Initial compliance check over the telephone
- ✓ Answer any questions you may have and explain what will happen during your claim.
- ✓ Make sure all of our paperwork has been completed and correctly signed

COLLATION OF CASE FILE: ADMIN OFFICER

- ✓ Collate your timeshare contracts, correspondence, finance agreements and any additional evidence/paperwork
- ✓ Send out a personal statement questionnaire
- ✓ Arrange a convenient time with you to take an additional witness statement (if required)

WITNESS STATEMENT: SENIOR TIMESHARE LEGAL ADVISOR

- ✓ Review personal statement questionnaire or take a witness statement
- ✓ Add statement evidence to case file and pass to Solicitor

Summary of process:

- Initial compliance check
- Collation of file
- Statement taking
- Case review
- Finance & EU Solicitor advice
- Barrister advice
- Preparation of letter of claim or relinquishment
- Liaison with client for approval to proceed
- Send letter of claim or relinquishment
- Issue court proceedings





The Legal Process continued...

CASE REVIEW: TIMESHARE SOLICITOR

- ✓ Read statements and consider case file to assess what legal routes are available
- ✓ First draft case plan sent to client for review
- ✓ Request further evidence from client (if required)

FURTHER EVIDENCE GATHERING: SENIOR TIMESHARE LEGAL ADVISOR

- ✓ Liaise with client to gather further evidence (if required)
- ✓ Amend statement, update case plan and pass back to Solicitor

RELINQUISHMENT ONLY CASES

PREPARATION OF LETTER OF RELINQUISHMENT: TIMESHARE SOLICITOR

- ✓ Consider any breaches under timeshare regulations
- ✓ Initial case review with Barrister
- ✓ Compose letter of relinquishment to timeshare company and send to client for approval to proceed

COMPENSATION CASES

PREPARATION OF LETTERS OF CLAIM AND RELINQUISHMENT: TIMESHARE, EU AND FINANCE SOLICITORS

- ✓ Consider any breaches under timeshare regulations, European Law and FCA regulations
- ✓ Initial case review with Barrister
- ✓ Compose letters to timeshare and/or finance company and send to client for approval to proceed

ISSUE LETTER OF RELINQUISHMENT: TIMESHARE SOLICITOR

- ✓ Send letter of relinquishment to timeshare company
- ✓ Review responses with Barrister and Principle Solicitor, Sarah Waddington
- ✓ Consider issuing court proceedings

ISSUE LETTERS OF CLAIM AND RELINQUISHMENT: TIMESHARE SOLICITOR

- ✓ Send letters to timeshare and/or finance company
- ✓ Review responses with Barrister and Principle Solicitor, Sarah Waddington
- ✓ If financial claim, raise complaint with Financial Ombudsman
- ✓ If timeshare claim, consider issuing court proceedings

If you have any questions on the legal process, please do not hesitate to contact us



Frequently Asked Questions

Can you really get me out of my timeshare?

We have successfully negotiated exits for many of our clients. We are proud to say that the pressure we are exerting on the timeshare companies is starting to pay dividends and they are realising their exposure. We will continue to take our fight to the timeshare clubs to ensure our clients get out. We will always act in our clients' best interest and will not take on any cases where we feel we are unable to successfully assist.

How much will it cost?

We offer our timeshare relinquishment service on an agreed fee basis. This fee covers all work during your case up to and including issuing proceedings at court to force the timeshare company to release you (subject to a risk assessment confirming that the prospects of success at court are reasonable). There are no hidden costs and once an agreed fee has been set, it will not change.

Will you get me my money back?

As part of our timeshare relinquishment service we will also assess whether you are eligible to claim damages from the timeshare company or associated parties in the form of compensation and advise you of this. Any work to be undertaken to secure compensation will fall outside the scope of the timeshare relinquishment service and we will discuss with you the options for funding the additional legal work. We will, in most cases, be willing to fund this aspect of our work through a no win no fee service, known as a "damages based agreement". This means that you will only have to pay our fees in the event that we are successful and win compensation for you. Our fee will be based on an agreed percentage of the damages we recover on your behalf.

How long will it take?

Each individual case is different, depending on its complexity. We will start to work on your case as soon as full payment is made, contracts are signed and we have all your original documents. From the moment the case is launched it can take up to two years before an outcome is reached. Once we have assessed your paperwork we will have a better idea of the timescales for your circumstances, as they can vary.

More often than not the timeshare companies will employ as many delay tactics as possible but we will always keep you notified on the status of your case.



Frequently Asked Questions continued....

Can I still use my timeshare if I start a claim?

As long as you continue to pay your maintenance fees then your membership rights will remain unaffected by legal action.

How much money could I get back?

This will depend on your individual case and on what grounds you are eligible to claim for compensation. There are usually two alternative compensation routes:

1. If you purchased by a loan or credit card you may have a claim against your finance provider.
2. If you purchased your product in Spain after 5 January 1999 you may have a claim against your timeshare provider.

Our legal team will advise you further on this if we believe you have a valid claim for compensation.

I'm still paying for my Timeshare on finance, can I still claim?

Yes. However, please note that you will remain liable to fulfill your contractual obligation to repay your finance agreement unless you receive official notification from the finance company that they will suspend your payments whilst there is an on-going dispute.

Can I stop paying my management fees?

This is a course of action that we would not suggest. You have signed an agreement (regardless of how one sided) and will continue to be liable for your management fees until you have been relinquished.





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Specialist Timeshare & Holiday Ownership Solicitors
Information Booklet

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SG12 7QE

Accounts and Invoicing:

Widbury Farm
Widbury Hill
Ware, Hertfordshire
SG12 7QE