



From the President NEWS BULLETIN

February 2023



Welcome to a New Year at Los Claveles

No doubt you are looking forward to your next holiday at Los Claveles

The resort is going from strength to strength, now with the pandemic behind us, occupancy is constantly growing and some weeks we are seeing the resort full to capacity with owners and rental guests.

The rental programme for unoccupied villas is now very strong producing a valuable income for the Community to help maintain our financial health and contribute towards refurbishments and upgrades.

If you can't use your villa, consider using the rental programme to rent your villa. If WimPen find a rental client, you will receive the net rental proceeds which will usually cover your maintenance and leave a little on the side. Contact Owner@wimpen.com.

The pool bar is proving more popular than ever, especially the afternoon entertainments and the food on offer. I am receiving regular very good feedback, as one owner said

"Just returned from a fabulous 2 weeks. The resort was immaculate as always with a friendly welcome. Stacey and Pete are doing a great job and food was fabulous alongside the service. Great to have some afternoon singers and standard of entertainment was great. Bar was busy and one of our best visits to LC"

Stacey at the bar has asked me to pass on this message . . .

"On behalf of Pete and myself, our thanks to our lovely chefs & all our hard-working team, together with appreciation for the super NYE buffet. Any Bar / Restaurant is only as good as the team that supports it and we love the staff so much to the moon and back & are grateful for the dedication. We are also very pleased to announce that we are to reopen the Restaurant for a limited evening service very shortly so please watch this space.

Thank You to all our lovely guests for making it a success.

Much Love xx

Stacey"

Due to the bars' popularity, some days it is important to book a table. You can contact the bar on WhatsApp +34 659 04 30 64 or through Facebook at <https://www.facebook.com/BarClaveles>.

Resales

WimPen are running a resales scheme for owners wishing to sell. The sales agent, Nichola Daffern is the person to contact (nichola@wimpen.com) and she will be on site every Monday and Wednesday from 11.30am to 12.30pm to help and advise owners.

No appointment necessary, but if you want to arrange a meeting before you go, email nichola@wimpen.com. You can view the current resales list here: <https://www.losclaveles.eu/resales.html> if you want to purchase a week.

Rentals

If you are looking to rent extra weeks, WimPen will shortly be launching a new rental website. At present if owners reserve additional weeks via the WimPen Reservations department they are required to pay a deposit of 130€ on booking and the balance on arrival. The deposit is non-refundable but if they cancel it can be credited against a future reservation or applied to their maintenance account.

The new WimPen website, and the reservation department, will follow an updated method of booking. This being reservations are made with a choice of two rates.

Flexible Rate – This rate will have the owners discount applied and no payment will be required until check in. The reservation can be cancelled up to 48hrs in advance of check in without any cancellation penalties being applied.

Non-Refundable Rate – This rate will have the owners discount applied, plus a reduced tariff for payment in advance. Full payment at this rate is required at the time of booking and is strictly non-refundable and non-cancellable.

This update brings the WimPen reservation department in line with online bookings and eliminates the deposit element.

You will be advised when any further details are available.

Refurbishment

The first phase was completed last May, and the next phase will be completed this year in closedown. This year the upgrades will be financed from rental income. More photos at <https://www.losclaveles.eu/refurbishment.html>




Invoice Confusion

Sadly, the dispute between Club Los Claveles and WimPen continues, with little sign of an early conclusion, despite my invitation for the Club Committee to work in cooperation with the Development Owners' Association

I am aware that some owners have been confused having received a community invoice from WimPen and another look-a-like invoice from the club. To have access to your villa and ability to use RCI points, please ensure you are only paying the Community.

Don't be confused - this is NOT the correct invoice to pay

Resort Administration Office Club Los Claveles Calle Andorra No 2, 38650 Los Cristianos, Tenerife, Canary Islands Tel: +34 922 794664 Fax: +34 922 795251 E-Mail: info@losclavelesowners.eu	 Invoice Issued at the request of the Administrator Hiro Bulchand, C/Vulázquez 27, 28001 MADRID	Club Los Claveles Limited UK Administration Office 1 Welbeck Close Dunfield Woodhouse Doncaster S18 8ZJ UK Tel: +44 (0)1246 822167 or +44 (0)7939 179566 E-Mail: admin@losclavelesowners.eu
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The club DO NOT have an office at this address. The email address for the resort office is claveles@wimpen.com

Hiro Bulchand is NOT the correct Administrator, WimPen is Administrator for the DOA

The club make no payments towards the expenses of running the resort

Maintenance payments should only be made on invoices received from WimPen Leisure Management to the only account that is in the name of the LOS CLAVELES COMMUNITY (Comunidad de propietarios, Los Claveles), which is the account from where all the expenses and wages of Los Claveles are paid,

Stay Up to date: Follow our website, www.losclaveles.eu and our facebook page <https://www.facebook.com/groups/LosClavelesDOA> for the latest news and updates.

Best wishes

Roger Barrow