



Timeshare Resale Advisories

September 11, 2009

Over the past few months, we have become aware of certain resale companies claiming to be affiliated with Festiva Resorts who are contacting our owners regarding the sale of their timeshare. Festiva Resorts does not have a resale program at this time, we are not affiliated with any resale company, and we do not share any of our owners' and members' contact information with any non-affiliated third-party companies.

Of course, we want to continue to send you and your family on vacations to our properties for years to come, but we do realize that there may come a time when timeshare and vacation ownership doesn't make sense for your circumstances anymore, and we advise our members to take caution if you do decide to sell your vacation property deed or membership.

Unfortunately, because of the current economic environment, there are disreputable companies using unscrupulous tactics to take advantage of owners who may need to sell their timeshares. Where the sale of timeshare and vacation club membership by developers like Festiva Resorts is regulated and must strictly adhere to state laws and regulations, the resale industry is quite different and largely unregulated.

Fortunately, the [American Resort Development Association \(ARDA\)](#) is working with its members (including legitimate and reputable resale companies) to ensure transparency in both the buying and selling process through resellers. ARDA has released [two advisories to help consumers and timeshare owners](#) navigate through the secondary market, which includes timeshare resellers, internet advertisers and other resale companies, to ensure a safe and positive selling experience. The advisories were developed to help dispel the growing misinformation and confusion in the secondary marketplace by providing specific tips on reviewing timeshare resale companies, their practices, costs and services in the marketplace.

The first of the two consumer advisories focuses on the types of [timeshare resellers](#) with four steps to guide consumers through the process: utilizing existing resources, understanding timeshare resale companies, choosing the best option, and following basic rules. The second advisory provides tools to [evaluate resale companies](#) with a list of tips.

Most importantly, ARDA encourages consumers and timeshare owners to conduct research and due diligence on any resale company or advertiser in advance of paying any money or signing any contract or agreement.

The first step to take if you are contacted via telephone or e-mail by a resales company claiming to be affiliated with or to represent Festiva Resorts is to gather as much information as you can, and immediately contact [Festiva Resorts Owner Services department](#). If you are contact by e-mail, simply forward the e-mail to ownerservices@festivaresorts.com. If you are contacted by telephone, get the company's name, the name of the person who called you and a contact phone number and send those to Owner Services. We take such misrepresentations to our owners and members very seriously and we do all that we can to find out the origin and legitimacy of the company and how they obtained our owners' information so that we can put a stop to it.