

FREQUENTLY ASKED QUESTIONS FOR TIMESHARE OWNERS OF THE PROPRIETOR'S UNIT PLAN #18

How do I refer to my apartment when contacting you or using my week for an exchange?

The apartments at Plum Tree Club are numbered from 701 to 742. We use these numbers when referring to timeshare apartments. If you are a member of RCI, you will see designations like G1G to G42F. You should use this type of designation in your correspondence with RCI.

Is my week fixed?

Yes. This means that you will have the same week number (week 1 to week 52) each year. The arrival date for your week will change from year to year, so make sure you refer to the timeshare calendar provided on this site before you book your flight. We use the Saturday to Saturday timeshare week only.

I can get a cheaper flight on Sunday. Can I use my timeshare week Sunday to Sunday?

At Plum Tree Club, we operate on a Saturday to Saturday timeshare week. Any days stayed outside this time will be billed to you at a regular rental rate. For example, if your timeshare week begins on Saturday, but you don't arrive until Monday, to stay for a week, you will be billed as follows:

Monday to Saturday: your timeshare week—no charge

Saturday to Monday: 2 days rental at our listed rates

I can't make it to Barbados for my timeshare week. Can you rent it for me and use the proceeds to pay my maintenance fee?

We do not rent weeks for timeshare owners, as we cannot guarantee the rental of the entire week.

I want to rent or lend my week to friends. What information do I need to give you?

If you are sending someone to use your timeshare week, you must inform the Plum Tree office by e-mail or mail so we will know who to expect.

I can't make it to Barbados for my timeshare week, but I want to use it next year. What should I do?

If you are unable to visit during your scheduled timeshare week, you can bank it with us for an internal exchange. This means that you give us your regular week in exchange for one at a later date. If you wish to do this, you should inform the Plum Tree office by e-mail or mail. There is a fee of US\$107.50 for each week you exchange. You must use banked weeks within two years or they will be lost. Please see the document "Internal Exchange Terms and Conditions" on this website for more detailed information.

I forgot to tell you I wasn't coming for my week. Can I use it later for an internal exchange?

Once your week has passed, you cannot bank it for an internal exchange. Please see the document "Internal Exchange Terms and Conditions" for more detailed information.

I tried to bank my week with RCI, but it was rejected. They informed me that I must contact the resort to find out why.

Once you send a request to bank your week with RCI, they contact us here at the Plum Tree office to verify that maintenance fees have been paid for the week you are banking. For example, if you are attempting to bank your week for 2012, the fees for that year must be paid. This means that even if you have paid fees for the current year, your banking request will be rejected until you prepay the fees for the future week you are banking.

I banked my week with RCI, but I have changed my mind and wish to use it at Plum Tree Club. Can you help?

Once you have banked your week with RCI, Plum Tree Club has no control over that week. You should contact RCI for any changes you wish to make. There may be a fee involved to make changes so you should verify this with your RCI agent.

I have suggestions on how my unit can be improved or I wish to make a complaint about some aspect of my stay. Who can I talk to?

We are always happy to get feedback from our timeshare owners, so please let us know during your stay if you are unhappy with something in your unit and we will try to get it sorted out to your satisfaction. Please don't wait until you are ready to leave to tell us that your air-conditioner hasn't been working for the past week. We won't be aware of the problem unless you let us know. Our General Manager, Ann Smith, is readily available to discuss any ideas or suggestions you might have. You may also be interested in attending the Annual General meeting which is held in May or June to engage in discussions with other timeshare owners and management. Information on this meeting is sent out annually by the Plum Tree office.

I didn't receive an invoice for my maintenance fees nor have I received a newsletter. What's going on?

We send out information twice each year to our timeshare owners. If you haven't received any correspondence from us, we may have an incorrect e-mail or mailing address for you. Please send us any changes to your contact information promptly so we can keep in touch with you. We would especially appreciate if you could provide an e-mail address so we can contact you quickly and keep mailing costs at a minimum.

I can't use my timeshare week anymore. Will you buy it back from me?

The Proprietor's Unit Plan #18 does not have a resale programme and does not re-purchase unit weeks from owners. Should you wish to resell your week, your best option is to find a private buyer and arrange the transaction between yourselves. Alternatively, you could place your week with a timeshare closing company who will attempt to sell it for you. There are also numerous "rent-by-owner" websites where you can list your property should you wish to rent or sell it. The Proprietor's Unit Plan #18 does not endorse any of these sites and cautions you to investigate any company with which you list your week before you enter into a contract.

What do I need to bring with me when I come to Plum Tree Club for my timeshare week?

Our apartments are fully-furnished and we provide bed linens and bath towels. The kitchens are equipped with a basic inventory of pots, pans, cutlery and crockery. We do have available some specialty items such as blenders and mixers, but these are lent on a first-come basis and so may not always be available. Should you have a need for a specific item of cutlery or crockery, we suggest you bring it with you.

Can I store items at Plum Tree Club to avoid travelling with them every year?

We understand that there are several items you may wish you bring for your use in Barbados and that it can be cumbersome to travel with them each year. We have limited storage space available where you can store such items. These items should be stored in a plastic storage box, small suitcase or travelling bag. No items in plastic bags will be stored. In order that we can store items for all owners, please ensure that boxes are not large and that they do not weigh more than 20 pounds. Items should be clearly labelled with your last name and your apartment number. Please label each side of the box or bag.

You must let us know if you wish to store items. Items left in your room when you leave will not be stored. Plum Tree Club accepts no responsibility for items stored and all items are left at your own risk.