

Dear XXXXXXXXXXXX,

Thank you for contacting us and I hope this e-mail finds you well.

The latest a booking can be cancelled is 14 days prior the arrival date, from there that your points cannot be refunded.

We would like to take this opportunity to advise you that at the moment and to update our database, we are offering the option to make amendments (remove/add new holders, transfer the membership to your children, or simply update the agreement under the new terms & conditions) free of charge. This way we will be able to give you an accommodation voucher, to at least recover this week.

If you wish to take this option, We will proceed in sending you an updated contract for Club Gran Anfi, for you to then sign and send back. There will be no cost for this at all. Depending on your request, we will have to advise you on the documents required.

Following the new legalisation, the physical apartments and weeks behind the floating weeks will appear on the updated contract, which is what was provided to the Trustee on the day of signing. There is also a new system in place which allows for the floating member to recuperate the fixed inventory behind the floating week, if they so wished, after five years. Obviously there is no obligation to do this and if no notification is made, the weeks automatically continue to be used as up and until now.

I hope this can be of some interest to you.

Looking forward to hearing from you and please keep safe.

Regards,

Fátima Camejo

Anfi Group

Customer Service Department

Phone: +34 928152990/ Ext: 5685

Fax: +34 928736422

www.anfi.com

anfi-group-footer Sep 2019

This message is intended exclusively for its addressee and may contain information that is CONFIDENTIAL and protected by legal privilege or whose disclosure is prohibited by law. If this message has been received in error, please immediately notify us via e-mail or by telephone (+34 928 152990) and delete it. Please note that Internet e-mail neither guarantees the confidentiality nor the proper receipt of the message sent. If the Addressee of this message does not consent to the use of Internet e-mail, please communicate it to us immediately.