



self regulation for the 21<sup>st</sup> century



26<sup>th</sup> March 2010

By email and by post

Mr B Hurley  
Seasons Holidays  
Rowan House  
Brotherwood Court  
Bradley Stoke  
Bristol BR32 4QW  
England

Dear Mr Hurley,

**Seasons Holidays Scams?**

I refer to the posting on the Seasons Holidays website under the Section ITRA, with the above title, which has recently been brought to our attention.

ITRA strongly refutes any suggestion that it is “making bogus claims” that people are “able” to obtain compensation from Seasons Holidays for “alleged legal discrepancies” or otherwise.

ITRA is an organisation which assists disaffected timeshare owners. It is wholly committed to taking action on behalf of its complainants where appropriate. Accordingly timeshare owners are invited to attend a consultation. These appointments are arranged by an independent call centre without reference to ITRA.

ITRA also advertises on television and viewers are able to call the advertised telephone number or email to arrange their own appointment through independent consultants.



PO Box 561 - PMB G416 - Gibraltar Tel.: +350 20042983 - Fax: +350 20051884 email: [info@itra.net](mailto:info@itra.net) - [www.itra.net](http://www.itra.net)  
Incorporated in the Republic of Seychelles - Registered No: 009977

International Timeshare Refund Action

Member of



ARDA



All owners who agree to attend a consultation with an independent consultant are required to complete a Pre-Qualification Questionnaire. As the name suggests, this is purely a pre-qualification exercise. No guarantees are given as to whether the attendee will qualify for any claim. This is for the qualified lawyers retained to advise on. No guarantees are given with regards to any compensation the members may receive if they qualify for any claim brought. This is expressly confirmed in writing in the Pre-Qualification Questionnaire. Accordingly your suggestion that ITRA is making bogus claims that Seasons Holidays members are able to obtain compensation is entirely without foundation.

Furthermore, there are no charges for attending the consultation and completing the ITRA Pre-Qualification Questionnaire. We therefore similarly strongly object to your statement that timeshare owners are “tricked” into paying fees for “fraudulent services” and will end up “losing money”. If those attending a consultation are not obliged to pay any money to take part in the Pre-Qualification exercise, it follows that there is no financial risk to them. Your suggestion that ITRA is charging fees for fraudulent services is inaccurate, offensive and is potentially actionable.

ITRA is fully aware of its obligations towards consumers and cooperates fully with the Regulatory Bodies including the OFT and Trading Standards Offices. We therefore likewise object to the advice you give to your members that they should report the matter to the authorities which infers that ITRA is acting improperly.

In summary, we consider your inaccurate statements are highly damaging to ITRA's objectives of assisting the timeshare consumer, and as such we request that the defamatory postings be removed by no later than close of business on Wednesday 31st March. In the event that you fail to comply with this request, we shall forward this correspondence to Counsel with instructions to consider taking such further legal action as appropriate against Seasons Holidays.

Yours Sincerely,

Rebecca Kettell  
Solicitor  
For and on Behalf of ITRA



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