

Frequently Asked Questions about Annual Management Fees



Below please find a list of frequently asked questions in regards to your Club or Resort Annual Management Fees. Please note the instructions under Question 2 only applies to the Resorts and Clubs for which Hutchinson or HBS collect annual management fees.

1. Who should I contact if I have a query regarding my annual management fees?

Some resorts and clubs have appointed Hutchinson or our partner company HBS Ltd, as collection agents for their annual management, maintenance or subscription fees.

The payment instructions under Question 2 only apply to the list of resorts below for which Hutchinson or HBS collect annual management fees:

**ABSOLUTE
ABSOLUTE PRIVATE RESIDENCE CLUB (THAILAND)
CHAYOFA GOLF AND TENNIS ACADEMY
DUBAI SELECT AT THE TORCH
MARRAKECH PALM CLUB
OCEAN LANE VILLAS
PALM GROVE
VIVA CLUB
WORLD CLASS VACATION CLUB**

If you have any queries regarding your annual fees, which are not answered below or if your resort or club is not listed, you must contact your resort or club for further assistance.

Please note that any queries related to your Login Credentials, Payment methods and/or Maintenance Fees outstanding can be addressed directly to the collections department at collections@hutchinsontrustees.com. For any other queries, please contact your Resort or Club directly.

2 How can I pay?

We are able to accept payment by:

CREDIT/DEBIT CARD - (Visa and Mastercard only). Payment can only be accepted in the currency of the payment request. You can view your statement and make a payment online by clicking here. Alternatively please complete and sign the payment advice

slip sent with your payment request and send it to the address above or fax it to: +44 (0) 1276 482001. All transactions will incur a 4% transaction charge (comprising 2.15%-2.5% merchant charge, on-line payment provider charge and a handling charge.)

BANK TRANSFER - Please see account details, provided on your payment request.

CHEQUE - please clearly write your Name, Resort or Club Name and Contract Number on the reverse of the cheque and send it to the following address:

*Hutchinson/HBS Collections Department
PO Box 625
Camberley, Surrey
GU15 9PF
United Kingdom*

Important: Please state your contract number in the payment details section of the bank transfer; otherwise your payment may not be allocated. We cannot be held responsible for payments sent with incorrect details. If the transfer is being sent online by Internet banking, please email: collections@hutchtrust.com to confirm the date and amount sent.

What happens if I do not pay my fees?

Initially your rights will be suspended and you will be unable to use your week(s) / points or the exchange facility. However, you should refer to your project documentation (provided to you when you purchased) to check what will happen in the long term, as non-payment may result in repossession and loss of your occupancy rights altogether.

4. Will I be able to obtain a receipt?

Due to the high volume of collections processed daily, it is unfortunately not possible for us to issue receipts. Please therefore check your bank or credit card statements in order to confirm that the payment has been processed. Alternatively, you may also email us on collections@hutchtrust.com for confirmation of receipt of your payment.

**HUTCHINSON
TRUSTEES**



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