

## Questionnaire

This questionnaire is intended to provide a consumer (named below) with reassurance about your business and the services and products you seek to provide. It has been provided to the consumer in response to multiple concerns affecting the timeshare sector, including breaches of law, misrepresentation and poor or negligent practises. It is in your interest and in the interest of the reputation of honest businesses to provide the requested information.

**Consumer name**

**Contact details**

**Business Name & Contact Address**

**Website**

**Telephone numbers**

### **Section One – Transparency**

Please provide the following details

#### **1. Trading location(s)**

a) Address(es) of the location s) you trade from

b) Please specify whether you occupy: (tick as appropriate)

i) On a full-time basis

ii) As a freeholder of the premises

iii) As a leaseholder of the premises

iv) On a monthly / quarterly rented basis

v) Other – i.e., as a ‘virtual tenant’ / ‘accommodation address’

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c) How long have you traded from this address?

If less than three years, please provide details below of your previous address

d) Number of employees

### **2. For. registered companies**

a) Registered name of company

b) Registration number

c) Registered address

d) Names of Directors / Company Officers

e) Dates of birth of Directors / Company Officers

f) Number of employees

### **3. For non-registered businesses**

a) Trading name

b) Type of business / legal entity (i.e., sole traders / partnerships – please specify)

c) How long have you been trading?

d) Names of owners

e) Dates of birth of owners

### **4. Tax Registrations**

Please provide details, including relevant numbers below

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### 5. Bankers

a) Please provide the name and address of your main bankers below

b) Please provide the account name below

### 6. Accountants

If you use an accountancy company, please provide the name and address of your accountant below

### 7. Insurance cover

Please provide details of the insurance cover that your business holds – i.e., General liability, Professional liability, Employee liability.

Please provide the name and contact details of the insurer and the policy numbers for each.

### 8 Data Protection

a) Do you operate in a jurisdiction that requires data protection registration for businesses. If so, please provide the registration) details below

b) If your business made a proactive contact with the person requesting the details contained within this questionnaire, please provide details below of what information you hold and how it was obtained.

## **Section Two – Services & Products Your Business Provides.**

Please tick each service that you provide

- a) Fully qualified legal advice
- b) Representation of clients in court
- c) Litigation
- d) Contractual assessment & advice
- e) Claims – please specify below what type of claims your business handles
- f) Relinquishment / cancellations of contracts
- g) Financial claims – i.e., refund of monies paid / compensation
- h) Timeshare resale
- i) Exchange products
- j) Promotional holidays (connected to obligatory sales presentations)
- k) Timeshare sales
- l) Holiday Club memberships
- m) Leisure / Lifestyle Credits
- n) Discounts on holidays and lifestyle products
- o) Vouchers to exchange for holidays & lifestyle products

## **Section Three – Expertise & Experience**

### **1. Accreditations & Qualifications**

Please provide below details of all professional qualifications and accreditations of

- a) Your business
  
- b) Employees (please provide names of qualified / accredited employees)

### **2. Experience**

- a) Experience of business - how long has your business been providing the stated services?
  
- b) Experience of employees - please provide the names of employees that will handle the case and specify below how long these employees have been advising on such cases.

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c) Other comments re expertise & experience – please feel free to add more information below.

### **Section Four – Fees**

Please provide a clear explanation below as to your fee structures and rates. This should include the following;

If a 'no win – no fee basis is offered, please describe the precise workings and conditions of this, including details of all fees that will be payable. Please clearly identify any upfront fees that you charge for administration etc.

### **Section Five – Other Products**

If the claims and / or relinquishment services you provide entail the provision of any other products or services such as the purchasing of any holiday / lifestyle products, please give full details below.

## **Section Six - Payment Types. Terms & Conditions**

Please advise:

- 1. Payment methods you accept – specify below.**
  
- 2. Cooling off period – please specify if you provide a cooling off / withdrawal period following payment.**

a) If yes, what is the period you provide?

b) If no, please explain why below.

## **Section Seven – Partners**

If you use other businesses to provide services as part of your processes / supply of services, please provide full details of those businesses below and explain their qualifications and role.

## **Section Eight – Description of Processes**

Please describe below precisely how your business achieves the objectives of relinquishment and / or claims for refunds / compensation. Note – this is a general examination – you can describe all processes you use in this section. It is appreciated that each case should be evaluated on its own merits and case-specific questions will be applied later.

Please specify:

- 1. Points of law that you apply – citing the laws / acts pertaining to the claims ‘ cancellation of contracts**

**2. The jurisdiction(s) of the applicable laws / Acts**

**3. The expected duration that each point of law used is expected to take** – please give an indication of the necessary stages and the timelines of each stage.

**4. Group litigation / class actions**

If your business is involved in, or is intending to use group litigation / class actions, please give details (as applicable) below of:

- a) The business the action will be taken against
  
- b) The nature of the claim
  
- c) The name and contact details of the lawyers managing the case
  
- d) The stage the claim has reached
  
- e) The current number of participating claimants
  
- f) The court that the claim has been filed in or is expected to be filed in

### **Section Nine – Guarantees**

What guarantees does your business provide to its customers?

Please specify below regarding what compensation / refunds would be made should you not achieve the stated objectives.

### **Section Ten – Details of successful conclusions & references**

Please provide below

a) The number of successfully concluded cases your business has achieved within the last 12 months

b) Contact details of two customer referees.

### **Section Eleven – Agreement to abide by fair and transparent processes**

The person requesting the above information requires your business to provide the information above in order to reassure them prior to purchasing – and to allow them an appropriate period to have the information evaluated by appointed advisers.

In addition, if the person requesting this information agrees to a meeting with representatives of your business, you will be required and agree to a further evaluation of your specific proposals. This will take a maximum of 14 (fourteen) days and your business agrees that it will take no payments prior to this evaluation being completed.

### **Inclusions**

In addition to completing this questionnaire, please provide a copy of your terms & conditions.



## *Questionnaire*

### **Declaration**

I declare that the information provided within this questionnaire is a true and honest response to the questions set above.

Name of the person completing the questionnaire

Contact details