



# Shetland Islands Council

## Trading Standards Service

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### Ten Tips to Avoid the Holiday Club Trap

- If you have any doubts or concerns, **don't go** to the presentation.
- **Beware** of selling techniques which may be hard-sell or very tempting.
- **Don't sign anything**, pay any money, or give any bank or credit details **at the presentation**. If you can't take the contract away to think about it, walk away.
- **Get advice** from Trading Standards, Citizens Advice or your solicitor before signing anything.
- Is the company offering you **cancellation rights**, and are they **written down**? If not, or if you're not happy with the terms, walk away.
- Is everything that was claimed or promised to you at the presentation included on the written contract? **If not, walk away**.
- Holiday clubs are not timeshare, so they do not have any legal protection. There are **no cooling off rights**.
- **Will** the holiday club ownership **suit your needs**? They cannot usually guarantee choice of UK airports, departure date or destination.
- Do your homework on the **cost** of flights and transport. You may get a **better deal** from your local travel agent.
- **Remember**, if it sounds too good to be true it probably is.

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#### For further information please contact:

Shetland Islands Council Trading Standards Service  
Grantfield, Lerwick, ZE1 0NT

Tel 01595 744887

Fax 01595 744804

Email [trading.standards@shetland.gov.uk](mailto:trading.standards@shetland.gov.uk)

Web [www.shetland.gov.uk/tradingstandards](http://www.shetland.gov.uk/tradingstandards)

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For a copy of this document on audio cassette, in large print or Braille, or if you require assistance in reading this, please contact the Council's Policy Unit.

Shetland Islands Council Policy Unit  
Town Hall, Hillhead, Lerwick, Shetland ZE1 0HB

Tel: 01595 744537

Email: policy@shetland.gov.uk

This document is also available at [www.shetland.gov.uk/tradingstandards](http://www.shetland.gov.uk/tradingstandards)

### Do you require the services of an interpreter?

If you do, please contact **01595 744537** for assistance.

We will provide an interpreter, or we can supply the document in your choice of language.

你是否需要傳譯服務?

如果需要，請致電 01595 744537 尋求幫助。

我們會通當地為你安排傳譯人員或者提供你需要文字的文件。

ਕੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੈਟਰ (ਤੁਰਾਸ਼ੀਆ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ?

ਜੇਕਰ ਤੁਹਾਨੂੰ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਹਾਇਤਾ ਲਈ 01595 744537 ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਜਿਥੇ ਸੰਭਵ ਹੈ ਸਕਿਆ ਇੰਟਰਪਰੈਟਰ ਉਪਲਬਧ ਕਰਵਾਇਆ ਜਾਏਗਾ ਜਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਵਾਲੀ ਭਾਸ਼ਾ ਵਿਚ ਦਸਤਾਵੇਜ਼ ਭੇਜਿਆ ਜਾਏਗਾ।

আপনি কি একজন দোভাষীর সাহায্য চান ?

যদি আপনার প্রয়োজন থাকে তাহলে অনুগ্রহ করে যোগাযোগ করুন -01595 744537  
যেখানে সম্ভব সেখানে একজন দোভাষীর ব্যবস্থা করা হবে অথবা আপনি যে ভাষাতে চা  
দলীলটি অনুবাদ করে আপনাকে প্রদান করা হবে ।

کیا آپ کو انٹریپرٹری کی ضرورت ہے؟

اگر ایسا ہے تو پھر (انٹریپرٹری) مدد حاصل کرنے کیلئے فون نمبر 01595 744537 پر بات کریں۔

جہاں ممکن ہو وہاں انٹریپرٹری کی سہولت فراہم کی جائے گی یا پھر (مطلوبہ) دستہ دیز کاتر جمہ آپ کی

پسندیدہ زبان میں فراہم کیا جائے گا۔