

**Ordinary General Assembly of the  
Association of Club Playa Amadores**

*("Comunidad del Complejo de Apartamentos Club Playa Amadores")*

An Ordinary General Assembly of the Holders of Rights Association of Club Playa Amadores ("**Holders Association**") is held on the 6 November 2025. First call at 09.00 hrs, second call at 09.30 hrs.

The meeting was called by means of letter sent on 5 October 2025.

Meeting held at Hotel H10 Meloneras, San Bartolomé de Tirajana, Las Palmas.

Assistance and representations

A list of attendants is prepared as per Addendum.

The meeting takes place together with the meetings of the Holders Association of Club Vista Amadores, Club Jardin Amadores, Club Puerto Calma and Club Sol Amadores although resolutions will be passed independently. This is in line with the decision passed in the meeting held on 2 December 2021 to have all meetings at the same time, and this was anticipated in the calling of the meeting. The casting of votes shall be done separately for each Club. For the purposes of the recording of the decisions, separate minutes will be prepared. All attendants agree to this procedure.

The meeting starts on time in the second call.

Presentation of the Chairman of the Meeting and of the participants

Mr. Miguel Muñoz welcomes all attendees and thanks them for coming to the meeting.

Mr. Miguel Muñoz acts as the Chairman of the Holders Association and Mr. José Puente acts as Secretary of the Holders Association, as they were elected in the last meeting of the General Meeting of the Holders Association of Club Playa Amadores held on 8 November 2024. This is acknowledged by all attendants.

The Chairman introduces other participants in the meeting to the attendees:

1. Mr. Miguel Muñoz, C.E.O. Holiday Club Resorts Spain
2. Ms. Claudia Esplá, representing Holiday Club Canarias Sales & Marketing S.L.U.
3. Ms. Samantha Holmes, customer services representative.
4. Ms. Ilona Kievits, representing Holiday Club Canarias Vacation Club S.L.U.
5. Mr. Óscar Goded, representing Holiday Club Canarias Resort Management S.L.U.
6. Mr. Pauli Puntala, Director Real Estate Holiday Club Resorts
7. Mr. José Puente, Secretary of the Holders Association of Club Playa Amadores.

The Chairman introduces the roles of the members of the Holiday Club Canarias team. Mr. Miguel Muñoz emphasized the team's experience and the ongoing commitment to member satisfaction and continuous improvement.

#### Language of the meeting

In accordance with past practices, since all holders attending the meeting speak English, it is agreed that the meeting will be held in English.

The General Assembly was called by means of a letter sent by the Administrator of the Holders Association, as established in the by-laws of the Holders Association.

The attendees are informed that all information for the meeting is available on the Internet where the holders can download the callings, minutes of the previous meeting, the statements of expenditure, the audit report, the uses of the replacement fund during 2025, and the budget proposal for 2026. All documentation can be accessed through [holidayclubcanarias.com/members/](https://holidayclubcanarias.com/members/). Members will require a password to access the page, password that will be provided upon request as indicated in the webpage. Members can also find there the information of previous meetings.

Being present or represented holders holding a total number of **877** rights (equivalent to the same number of weeks), the meeting is considered as duly convened and constituted in second call. The Chairman declares that the General Assembly is validly formed, without any attendant making any protest or reservation, to discuss the following.

### **AGENDA**

1. Minutes of the previous General Meeting
2. Report from the Administrator, Holiday Club Canarias Resort Management S.L.U., on the year 2025
3. Status of the reparation and renovation fund 2024 and the use of the fund
4. Report of the Services Company, Holiday Club Canarias Resort Management S.L.U., on the Statement of Income and Expenditure 2024
5. Report of the external auditor of the Statement of Expenditure 2024
6. Report on the repossession of weeks of members in default. Prorogation of the 2011 resolution.
7. Presentation of the budget submitted by the Services Company for rendering services to the resort and members in 2026 and its approval, as the case may be.
8. Appointment and/or renewal as appropriate, of the Chairman of the Association.
9. Appointment and/or renewal as appropriate, of the Vice-chairman of the Association.
10. Appointment and/or renewal as appropriate, of the Secretary of the Association.
11. Appointment and/or renewal as appropriate, of the Administrator and the Services Company
12. Questions and answers.
13. Granting of powers to implement and to remedy the resolutions passed, as the case may be.

The Chairman shows to all attendees a PowerPoint presentation that he will follow in order to address all the points of the Agenda.

## **RESOLUTIONS**

### **1. Minutes of the previous General Meeting**

The Chairman explains that the Minutes of the General Meeting held on 8 November 2024 were drafted according to the law and the authorization granted by the holders and approved by the Chairman and Secretary. The Secretary informs that the minutes were uploaded into the webpage [holidayclubcanarias.com/members/](https://holidayclubcanarias.com/members/).

The Chairman indicates that the minutes are valid with the signature of the Chairman and Secretary, but he asks the attendees for comments or remarks on the minutes of the previous meeting. No comments or remarks to the minutes are made. The minutes are thus acknowledged by all attendees, and no additional comments are made.

### **2. Report from the Administrator, Holiday Club Canarias Resort Management S.L.U. on the year 2025**

The Chairman, Mr. Miguel Muñoz, together with Mr. Goded, presents the Administrator's report on the operations of 2025. He reiterates HCC's focus on service quality, member satisfaction and continuous investment in infrastructure and sustainability across the five resorts. A PowerPoint presentation is displayed and followed during this item. This is a group-wide presentation covering all resorts.

#### **2.1. Organisation, People and Service Culture**

The leadership team and resort staff are introduced. The Chairman reports continued emphasis on training (risk management, cleaning products, maintenance), a gardening course, ongoing staff development and wellbeing initiatives, updated uniforms and a health campaign. These programmes underpin a service culture oriented towards consistent member experience in all resorts.

#### **2.2. Resort Services and F&B Operators**

Member-facing services and resort animation were reviewed, together with the current food & beverage operators at each resort (Vibe at Club Puerto Calma and Club Playa Amadores; La Sureña at Club Sol Amadores; Miamar at Club Vista Amadores). The Administrator explains that these collaborations support the overall guest experience and operational consistency.

#### **2.3. Health & Safety Compliance**

The Chairman reports completion of the update of electricity installations at Puerto Calma in October 2025 and completion/certification in August 2025 of the fire-prevention system and

emergency plans. He reminds attendees that the technical buildings certification for all resorts was obtained in 2024 and remains valid for five years, until 2029.

#### 2.4. Resort Security

Measures implemented in 2025 include reinforcement of internal house rules (communicated at check-in and published online), a sunbed policy under which lifeguards remove towels placed before pool opening (morning enforcement), 365-day surveillance via Securitas Direct, CCTV in full compliance with legal requirements, pool-area closing protocols and the roll-out of new electronic, auditable locks across all resorts. Main access optimisation is being studied.

#### 2.5. Sustainability

The Chairman highlights progress on energy-efficiency measures (LED lighting, A+ AC and fridges, and equipment upgrades) and the solar-panel programme. Solar installations are completed at Club Puerto Calma, Club Vista Amadores and Club Jardín Amadores, with reference performance figures shown during the presentation; licensing coordination with the Town Council remains necessary at Club Playa Amadores due to crane access. The Administrator indicates that measured savings are being tracked and will inform future decisions.

#### 2.6. Maintenance and Asset Management

Mr. Goded explains that a new digital maintenance platform ("Granlund Manager") has been implemented to manage preventive and reactive maintenance, task creation and follow-up, and to generate data dashboards on incidents (by type), response and productivity for decision-making. This supports the ongoing "deep maintenance" programme, carried out apartment-by-apartment to ensure comprehensive checks within a one-week intervention window.

#### 2.7. Strategic Alliances and Purchasing

Mr. Goded reports that, in 2025, a specific focus was placed on central purchasing to control procurement and stock across the clubs. Benefits presented include cost savings through purchasing power, consistent quality standards, stronger supplier relationships, efficiency gains, risk reduction and compliance, better use of data and analytics and alignment with sustainability/ESG objectives. Group synergies also cover laundry services and energy-contract optimisation.

#### 2.8. Replacement (Renovation) Funds: 2024 Review and 2025–2026 Outlook

A summary of resort-wide actions funded in 2024 and during 2025 (to September) is provided, including common purchases (linen, fleet updates, pest control, sunbeds, fridges) and resort-specific works (e.g., refurbishment programmes, pool/jacuzzi upgrades, gym and textiles, deep maintenance of selected apartments). Plans for 2025–2026 include continuation of solar panels, low-voltage and fire-safety OCA (authorised control body) certifications in all resorts, internal laundry re-configuration (including an owners' laundry at Puerto Calma), pool machinery upgrades, apartment conditioning, reception redesigns, pool-area enhancements and

continuation of the deep maintenance programme. A breakdown by concept and resort was shown and is available to members online. (Further details and the formal authorisation proposal are addressed under Agenda item 3.)

## 2.9. Member Information and Access to Documentation

Members are reminded that the calling, previous minutes, statements of expenditure, audit report, uses of the replacement fund during 2025 and the 2026 budget proposal are available at the members' area of the HCC website, with access on request.

The Chairman concludes the report by thanking members for their participation and feedback, noting that specific financials, audit conclusions, repossessed/relinquished weeks, and the 2026 budget proposal are discussed under their respective agenda items.

## **3. Status of the reparation and renovation fund 2024 and the use of the fund**

The Chairman invites Mr. Óscar Goded to report on the status and uses of the reparation and renovation fund. Mr. Goded explains that, in line with the authorisation granted at the previous General Meeting, the Administrator has continued to apply the available proceeds throughout 2025 to undertake necessary investments across the resorts.

Mr. Óscar Goded notes that, in advance of the meeting, a written report was made available in the members' area of the website detailing the uses of the fund in 2024 and in 2025 (up to September 2025), together with the related amounts. A specific report is provided for each club.

In particular, the written report for Club Playa Amadores shows that in 2024 the replacement fund received contributions of €129,792.11 and financed investments totalling €163,738.89, resulting in a year-end negative balance of €48,106.07 to be progressively regularised with future allocations.

A summary of the main actions is presented:

Main actions:

- Common (all resorts): renewal of linen, fleet updates, pest control, sunbeds and fridges.

Works plan under execution and planned:

- Continuation of the solar panel programme (at Sol Amadores, the installation will be in the parking area).
- Ongoing low-voltage OCA (authorised control body) certifications across all resorts and continued fire-safety prevention actions.
- Internal laundry re-configuration to improve efficiency and upgrading of pool machinery rooms.
- Resort enhancements (apartment conditioning; improvements to pool areas, including additional shade and comfort features).
- Continuation of the apartment-by-apartment deep maintenance programme (one-week comprehensive intervention per unit).

The Secretary requests that the authorisation in favour of the Administrator and Management Company to use the funds, if necessary, for renovation works granted last year, is renewed for 2026 and future years, acknowledging that a full report will always be provided to the Holders Association.

After discussion, the Chairman submits the matter to vote. The holders vote unanimously in favour, with no votes against and no abstentions, and the following resolutions are adopted:

- ⇒ The report on the status of the reparation and renovation fund is acknowledged and approved.
- ⇒ The Administrator / Management Company is authorised to use the funds available in the reparation and renovation fund during 2026 and future years to devote the funds to any reparation or renovation purposes.

#### **4. Report of the Services Company, Holiday Club Canarias Resort Management S.L.U., on the Statement of Income and Expenditure 2024**

The Chairman explains to the holders that a Statement of Income and Expenditure for the whole year 2024 has been prepared and it has been uploaded in the webpage. Mr. Miguel Muñoz states that the Statement shows the total amount of actual expenses incurred in that period.

A voting takes place, and all holders vote in favour of acknowledging the Statement of Income and Expenditure of 2024. No holder raises any objection or wants to abstain. Therefore, the following resolution is unanimously passed:

- ⇒ The Statement of Income and Expenditure of 2024 is acknowledged and approved.
- ⇒ The management and the services carried out by the Services Company are also approved.

#### **5. Report of the external auditor of the Statement of Expenditure 2024**

The Chairman introduces this point of the agenda and explained the audit analysis carried out by the external auditor. The audit analysis is referred to year 2024. The report is in Spanish and English. A full copy is available in the web page [holidayclubcanarias.com/members/](https://holidayclubcanarias.com/members/)

It is explained that the expenses are booked in the accounts of the services company, and the auditor has verified that:

- a) The auditor has seen the real Statement of Income and Expenditure of the year 2024.
- b) Expenses are duly recorded in the accounts and correspond to actual invoices.
- c) There is an analytical accounting in Holiday Club Canarias Resort Management S.L.U. to allocate the expenses to the different resorts.
- d) The real Statement of Income and Expenditure of the club is in line with the accounting of Holiday Club Canarias Resort Management S.L.U.
- e) The amount of expenses allocated to the Club is reasonable, i.e., respond to a rational parameter of allocation.

The costs of the auditor have been considered as part of the costs of the Holders Association.

The audit report is thus acknowledged by all attendees, and no additional comments are made.

## **6. Report on the recovery (repossession and relinquishing) of weeks of holders in default. Prorogation of the 2011 resolution**

A report was prepared on the recovery of weeks of holders in default in the payment of maintenance fees. Since the last meeting **33** weeks have been recovered.

The Chairman explains that a more friendly approach has been adopted in the last years and instead of straightforward repossessions it is preferred to use a relinquishing route where holders in default are contacted and asked whether they want to surrender their weeks. It is necessary to carry out these actions (either repossession or relinquishing) to avoid that the amount of bad debt of maintenance fees increases.

The Chairman requests that previous resolutions acknowledging recovery of weeks by Holiday Club Canarias Sales & Marketing S.L.U. against the payment of current year maintenance fees are renewed for future years, as readiness by Holiday Club Canarias Sales & Marketing S.L.U. to continue recovering is strictly subject to this condition.

The Secretary explains briefly the terms of the 2011 resolution.

The Secretary requests that the 2011 resolution is extended for subsequent years in the event of the recovery of weeks.

A voting takes place, and all holders vote in favour. No holder raises any objection or wants to abstain. Therefore, the following resolution is unanimously passed:

⇒ Holiday Club Canarias Sales & Marketing S.L.U. is authorised to continue in the future the recovery of weeks of clients in default in the payment of their maintenance fees and in those cases, it will pay to Holiday Club Canarias Resort Management S.L.U. the outstanding maintenance fee for the year when the recovery takes place.

For the avoidance of doubt, Holiday Club Canarias Sales & Marketing S.L.U. has the right to do that but is under no obligation to carry out said recovery.

## **7. Presentation of the budget submitted by the Services Company for rendering services to the resort and the holders in 2026 and its approval, as the case may be**

Mr. Miguel Muñoz presents the budget submitted by the services company Holiday Club Canarias Resort Management S.L.U. to the Holders Association to provide services to the Holders in 2026. The budget includes a grand total of **1.283.000 Euros**, including an amount of 110.000 Euros as bad debt provision. This budget proposal includes the total amount to be paid by all holders of weeks to Holiday Club Canarias Resort Management S.L.U. as consideration for the services

the company will provide during the year 2026 pursuant to the standards based on which have been prepared for the corresponding budgets.

Mr. Miguel Muñoz explains the key figures of the budget to the Holders and answers to the questions that are posed on certain captions. It is explained that the renovation fund is calculated based on an 8-12% reserve of maintenance fees, depending on each resort's needs.

Mr. Miguel Muñoz explains that the maintenance fee of 2024 did not increase against the maintenance fee of 2023. The increase of the maintenance fee in 2025 versus the maintenance fee of 2024 was 6.69%. For 2026 a further increase of 3.77% is necessary to cover the running costs.

Mr. Muñoz summarises the key movements against 2025: (i) higher labour costs linked to the new workers collective agreement (approx. +10%); (ii) lower utilities owing to solar-panel savings; (iii) efficiency gains from central purchasing that reduce ordinary operating costs; (iv) an increase in external maintenance; (v) reduced bad-debt provision; and (vi) the need to cover the 2024 deficit, which is the main driver of the increase.

By unit type, the maintenance fees proposed for 2026 are as follows:

- T1: €665.86 (excl. tax), up from €640.48 in 2025.
- Suite: €983.29 (excl. tax), up from €945.81 in 2025.
- T2PH: €1,036.70 (excl. tax), up from €997.19 in 2025.

These amounts will be increased by 7% of Canarian VAT called "IGIC".

If the budget is approved, the services company Holiday Club Canarias Resort Management S.L.U. will issue the corresponding maintenance fee to each of the holders of the week including the corresponding IGIC.

After questions are answered, the Chairman submits the item to vote. **No objections or abstentions** are recorded, and the **budget is unanimously approved**, as well as the maintenance fees to be paid by each holder, together with the following resolutions:

- ⇒ The budget submitted by the Services Company and Administrator for 2026 is approved.
- ⇒ Following additional measures are agreed:
  - The Services Company will charge the total of the maintenance fees to the holders, splitting the total of the budget among the holders.
  - Payment of the maintenance fees shall be made before 31<sup>st</sup> January 2026.
  - Non-payment of the maintenance fees on time will trigger a penalty as per the by-laws of the Holders Association.

## **8. Appointment and/or renewal as appropriate, of the Chairman of the Association**

Mr. Miguel Muñoz is unanimously re-elected as Chairman of the Holders Association in the terms foreseen in the by-laws and in the Spanish Act on Condominiums ("*Ley de Propiedad Horizontal*").



Mr. Miguel Muñoz thanks all attendees for their support and confidence.

#### **9. Appointment and/or renewal as appropriate, of the Vice-chairman of the Association**

The Chairman proposes to appoint Ms. Claudia Esplá as new Vice-Chairman of the Holders Association. All attendees are in agreement.

Ms. Claudia Esplá is unanimously appointed as Vice-Chairman of the Holders Association in the terms foreseen in the by-laws and in the Spanish Act on Condominiums ("*Ley de Propiedad Horizontal*").

Ms. Claudia Esplá thanks all attendees for their support and confidence.

#### **10. Appointment and/or renewal as appropriate, of the Secretary of the Association**

Mr. José Puente is unanimously re-elected as Secretary of the Holders Association in the terms foreseen in the Spanish Act on Condominiums ("*Ley de Propiedad Horizontal*").

Mr. José Puente thanks all attendees for their support and confidence.

#### **11. Appointment and/or renewal as appropriate, of the Administrator and Services Company**

It is explained that Holiday Club Canarias Resort Management S.L.U. was appointed in 2011 as administrator and manager of the Association to manage the resort and the Association.

Holiday Club Canarias Resort Management S.L.U. is unanimously re-elected as **Administrator** of the Holders Association in the terms foreseen in the Spanish Act on Condominiums ("*Ley de Propiedad Horizontal*"), and as **Services Company** of the resort in the terms foreseen in the Spanish Act on Timeshare ("*Ley 4/2012 de Aprovechamiento por Turnos*").

As part of this item of the Agenda, the Secretary explains to the attendants that in the general meeting of 2020 it was agreed to renew the existing contract between the Association and the Services Company -on the same terms- and powers of attorney were granted to the then Chairman of the Association for signing the contract. It is convenient to grant new powers to Mr. Miguel Muñoz as Chairman of the Association.

As it was already agreed in 2020, the contract is to be extended the duration for another term equal to the one that the contract had. All attendants express their agreement to the motion and therefore following decision is unanimously passed:

⇒ It is agreed to renew the management and administration services agreement with the Services Company under which it renders services to the Association and performs as the Administrator of the Club.

- ⇒ Renewal shall be in the same terms as per the existing contract and for a new term equal to the one that is about to lapse. The starting date will be in 2026.
- ⇒ Full powers are granted to the Chairman to enter and execute the new management and administration services agreement in the terms and conditions that he deems fit, appointing HCCRM as manager and administrator, and any other executory, additional, informative, complementary, or rectifying documents, both private and public. For such purposes, powers are granted to (i) appear before the relevant Spanish Administrative Authorities and make declarations and sign all necessary documents and to do whatever is necessary or appropriate in connection with the powers granted; (ii) arrange and sign all types of whatever public and private documents are required to exercise the powers conferred, to ratify, extend or renew said document, to rescind or cancel them; (iii) delegate all or any of the powers contained in this document in favour of any other attorney, and to withdraw any such delegation as he shall deem appropriate, to which effect the attorney may execute any private or public documents required.
- ⇒ Powers of attorney are granted to the Chairman, Vice-chairman, and the Administrator so that any of them on behalf of the Holders Association may submit the new management and administration agreement to the Land Property Registry and effect the necessary declarations as regards the identity of the services company.

## **12. Questions and answers**

The Chairman indicates that several questions and motions raised by holders have been sent in writing (by email) to the Administrator before this meeting. The answers will be included in the minutes.

Several owners express their thanks to the Chairman for the PowerPoint presentation which has been very helpful for understanding the actions and measures carried out by the management company.

Other owners state that they have realised an improvement in the status of maintenance of the resort and they would also like to thank for the work carried out in 2025.

The Chairman opens the floor to the questions that the attendees may have. Several questions were raised. Responses were provided by the Chairman and team, who clarified the policies and future plans for service enhancements. The key questions and the answers are included below.

Questions posed by members attending the meeting applicable across all resorts (Club Playa Amadores, Club Vista Amadores, Club Jardin Amadores, Club Puerto Calma and Club Sol Amadores)

**Housekeeping model and cost control.** A member proposes introducing “cleaning on demand” (referencing the Scandic model) to reduce costs. The Chairman explains the pros and cons and notes the experience of testing reduced frequencies in the past: most guests still expect regular cleaning as part of the holiday experience. Another holder notes that when cleaning was limited to three days per week it was not well received. It is also noted that, in Spain, cleaning staff are company employees (not outsourced) and that major cleanings concentrate on check-

out days. The Chairman will keep service levels under review and consider minor operational incentives to encourage tidy check-outs, but the current model remains at five days per week.

**Member benefits – golf.** Members ask whether golf discounts can be negotiated with golf courses for the benefit of all members. The Chairman explains that he is open to exploring a renegotiation with local courses. He will look into this.

**Sustainability – solar panels.** Questions are raised on the payback period and lifespan. Management states an estimated payback of c. seven years and an expected life of 20–25 years (with gradual efficiency decline after years 10–12). On whether excess energy is sold, management notes that all generated electricity is currently consumed on site; there are no material surpluses.

**EV charging across the resorts.** Members request electric-vehicle chargers in all clubs. The Chairman agrees it is a good suggestion to be assessed, likely via a third-party operator.

**Security.** A member asks about burglaries. Mr. Goded confirms no burglaries have been recorded; there have been isolated attempts by outsiders to use facilities, which are being addressed under the resort security measures.

**Long-term luggage storage.** A member requests reinstatement of the storeroom. Management explains that it is not possible due to security and liability risks and space constraints; external providers on the island offer that service. (The “Easy Goback” solution was cited by the holder raising the query.)

**Resale of weeks.** Inquiries are made about resale options. The Chairman clarifies that resale must be handled by owners directly, similar to private rentals; Ms. Samantha Holmes can share details of credible RDO-accredited resale companies on request.

**Access to documentation.** Members are reminded that meeting documentation (calling, prior minutes, statements of expenditure, audit report, uses of the replacement fund and the 2026 budget proposal) is available in the members’ area of the HCC website. Access is provided on request. A practical demonstration of how to log in was shown during the meeting.

#### Questions posed by members attending the meeting applicable Club Playa Amadores

**Convenience store at the resort.** A member asks whether a small convenience store could be opened at Club Playa Amadores. Management explains that, given the small scale of the resort, such an operation would require a viable third-party operator; at present, the resort offers bottled-water sales as a guest service. Management will keep the option under review should a suitable operator express interest.

**Vehicle access and parking – key vs. remote.** A question is raised on why access uses a mechanical key rather than remote controls. The Chairman notes that keys are more reliable and practical in this context. Experience with remotes showed frequent breakage, loss and

maintenance issues. The barrier system will remain in place; however, Management invites members to share any better alternatives that could be evaluated.

Questions posed by OPCA Sweden and OPCA Denmark in writing before the meeting

**Replacement of clear safety glass** with smoked / tinted glass on the terraces to restore privacy and views.

*The terraces of the five pool-view apartments have already been outfitted with an aesthetic new fence that features privacy glass panels, as informed by Newsletter 23/04/2025.*

**Reconsideration of the recent changes to the facade**, including the removal of clinker and replacement with painted concrete.

*The remaining terraces will be gradually renovated by removing the existing exterior tiles, which present a safety hazard, and applying a protective coat of paint in line with the current colour scheme, as informed in the Newsletter 23/04/2025.*

**Dishwasher tablets.** There have been complaints that members have to pick up dishwasher tablets at the reception and that they get a limited number that should last for 3 days. Suggestion: Have a small plastic container in the apartment containing tablets for a week's normal consumption. Then they only need to be distributed once a week for each apartment. If someone needs extra tablets, they can pick them up at reception.

*The provision of two dishwasher tablets per week on the day of check-in stems from a question raised at one of last year's meetings, aimed at better controlling usage for both sustainability and cost reasons. Additional tablets are free of charge for Holders only and can be collected at the reception at any time.*

**Exemption from maintenance fees when not using owners' weeks.** Earlier there was a possibility to being exempted from paying or get a refund of maintenance fees that already paid. This rule applies if you notify HCC in good time, that you don't intend to use your weeks. This was a system that was good for both the owner and HCC. This rule was removed in connection with Covid and has not been reintroduced. We hereby request a return to a system where the owner is exempted from paying or gets a refund of the maintenance fee if you notify HCC no later than 6 months before the current week(s) that you do not intend to use your week. In this way, HCC has a very good opportunity to rent the apartment to another guest.

*As indicated in 2022, the maintenance programme, under which weeks were sublet to HCC in exchange for a maintenance fee, was suspended, as HCC is unable to guarantee the rentals.*

**Permanent changes of weeks/apartments in all HCC resorts.** Provided that a week/apartment, according to the wish of the owner is available, HCC establishes a contract for the owner to own that week/apartment and the owner hands over the changed week/apartment to HCC. Owner pays an administration fee which will cover the expenditure for HCC to carry out the permanent change of week/apartment.

*When a Holder changes his week and apartment there is a transaction fee to be paid by the Holder for this change. The final amount to be paid is dependent on what weeks are being given back to Holiday Club and what new week/apartment is being purchased. This will be confirmed to the Holder by the Sales Team as each resort is different.*

**Private sales.** The selling fee is €350, while in Finland the same service costs €39. What is the reason for this difference?

*These are simply separate pricing policies. The difference reflects the distinct markets and operating costs, rather than any difference in the service provided.*

**Reservations department.** No access to own apartment on various occasions, and another apartment was assigned. Why do owners always have to move and not the Booking.com or Hotel.com guests? Is it not possible to block the weeks that are booked/rented so that this error can be avoided?

*Fixed weeks for holders are always secured and are only subject to moving in the case of an emergency in the apartment. For other booking platforms, apartment numbers are not confirmed at the time of reservation and are reassigned as needed.*

**AGM date.** Why is the meeting held in week 45 and not in week 48 as in previous years.

*The meeting is held in week 45 rather than week 48 for organizational and administrative reasons. This timing allows us to better coordinate schedules and ensure everything is properly prepared for the meeting.*

**Special offers** are launched in weeks no-one wants such as in 2026: 2 to 4 – 16 to 28 – 36 to 41 – 49 to 51. Why doesn't Holiday Club make a great offer of 30% to owners on all these weeks, instead of offering it to those who exchange internally.

*It is incorrect to say that special offers are only launched for weeks that no one wants. For example, we recently launched the Black Friday offer with discounts of up to 25% for stays until April 2026. Special offers are also introduced during low-season periods when our resorts are not fully booked, to at least cover the maintenance fees for those weeks. All our holders receive a fixed 20% discount with the promo code on all available inventory throughout the year.*

**Apartment changes.** There are many owners who have several weeks, and they must exchange to another apartment in the middle of the holiday. Isn't it possible to make an exchange/buy deal with Holiday Club, for a symbolic amount, possibly €350, so that the owners can have their holiday in the same apartment. The advantages of the same weeks are that there is no final cleaning at the change of week.

*We always do our utmost to keep holders in the same apartment for the duration of their stay. This also serves the purpose highlighted in your question, helping to reduce end-of-stay cleaning and support sustainability; all at no additional cost. Paying extra would not change this. A permanent change of weeks can be requested with our Inhouse department or Customer Service department, subject to availability and at additional cost.*

**Booking on the website.** It has previously been customary to give 20% on online booking, the same price that Booking.com gets. It seems to have been changed to 10%, but Booking.com still gets 20%. What is the basis for this change and difference?

*This is not correct. Holders always receive a 20% discount on all extra reservations with their special promo code. The discount offered by Booking.com is determined by Booking.com itself, not HCC. They may run special promotions or offer higher discounts to users through the Genius loyalty programme.*

**The inventory lists and energy consumption.** The current inventory list is identical to the inventory list of 30 years ago. Climate and energy consumption have a completely different focus today. There is only the number of glasses and cutlery that the apartment is designed for, which means that the dishwasher could be used two to three times a day, which is not very climate friendly. Making available more cutlery, dish and glassware would reduce the use of the dishwasher and wear and tear.

*Each apartment is fully equipped for its maximum occupancy, offering both handwashing supplies and a dishwasher, allowing guests to choose their preferred method while promoting sustainability.*

**Unregistered guests.** Is there any solution to the strange guests who come and use the resort facilities? The signs at the entrance apparently have no effect, and it is mostly on the weekends that there are problems.

*As our on-site restaurants are open to the public, occasional visitors may enter the resort. Although entrance signage helps guide behaviour, it cannot entirely prevent access, and we are continuously strengthening security measures around the pool and access areas.*

No further general questions are raised. The Chairman thanks the attendees for their participation.

### **13. Granting of powers to implement and to remedy the resolutions passed, as the case may be**

The Secretary explains that it is convenient to foresee the possibility that the above resolutions may need to be remedied, provided it is always in the necessary terms as to implement the resolutions passed not to change them. Therefore, the following resolution is unanimously passed:

- ⇒ The Holders Association grants powers of attorney to the Chairman Mr. Miguel Muñoz, to the Vice-Chairman Ms. Claudia Esplá and to the Secretary Mr. José Puente, so that any other, acting on their own and on behalf of the Holders Association may appear before a Spanish Notary and grant a public deed raising these resolutions to public deed and submitting them for registration to the Land Property Registry.
- ⇒ The Holders Association grants powers of attorney to the Chairman Mr. Miguel Muñoz, to the Vice-Chairman Ms. Claudia Esplá and to the Secretary Mr. José Puente, so that any other, acting on their own and on behalf of the Holders Association may take on behalf of the Holders Association any necessary step as to remedy and cure any of the resolutions passed in this meeting, provided that any such remedy or cure does not alter the sense of the resolution.
- ⇒ For the above purposes, powers are granted to (i) appear before the relevant Spanish Administrative Authorities and make declarations and sign all necessary documents and to do whatever is necessary or appropriate in connection with the powers granted; (ii) arrange and sign all types of whatever public and private documents are required to exercise the powers conferred, to ratify, amend, extend or renew said documents, to rescind or cancel them; (iii) delegate all or any of the powers contained in this document in favour of any other attorney, and to withdraw any such delegation as he shall deem appropriate, to which effect the attorney may execute any private or public documents required.

### **14. Approval of the Minutes**

According to the terms of the law, the minutes will be prepared by the Secretary and once they are ready, the Minutes will be signed by the Chairman and the Secretary of this Meeting.

These minutes will be uploaded into the webpage [holidayclubcanarias.com/members/](http://holidayclubcanarias.com/members/) and will be made available to all holders. In accordance with Spanish law all holders that have not attended in person to the meeting are informed that, in line with previous years, they have the right to express within 30 days their discrepancy as regards any of the resolutions passed in this

meeting once that they receive a copy of the minutes with the wording of resolutions. If they wish to raise any discrepancy with the voting they should remit it in writing by registered mail (or any other means that provides proof of remittal) to the attention of the Secretary of the Holders' Association of Club Playa Amadores at the email address [customerservices@hccanarias.com](mailto:customerservices@hccanarias.com). If no written discrepancy is received within a period of 30 days, it will be considered that they agree and consent to the resolutions passed, and their relevant votes will be counted as part of the votes voting in the same sense as the resolution passed in the meeting. If any written discrepancy is sent, this will be reflected in an addendum to the minutes that will be uploaded in the webpage [holidayclubcanarias.com/members/](http://holidayclubcanarias.com/members/)

Powers are granted to the Chairman, Vice-chairman as well as to the Secretary so that, should it be necessary, any of them may, indistinctly, in the name and on behalf of the Holders Association, execute the aforementioned resolutions and particularly in order to issue a certificate of the resolutions adopted, and if appropriate to appear before a Public Notary with the most ample faculties, in order to grant and sign the necessary Public Deeds, so that the aforementioned resolutions and the legal transactions arising from them may be formalised, and to raise them to the status of a Public Deed, for all the pertinent legal effects, even for the inscription of the same at the Land Property Registry.

A picture of the attendees is taken to be uploaded in the webpage. Attendees are previously informed of the purpose of the picture and that if they do not wish their image to be uploaded, they should step aside and not join the group.

The Chairman closes the meeting reiterating Holiday Club Canarias' commitment to high-quality service and maintenance, thanking members for their participation and trust in the projects presented.

The meeting is closed on Thursday 6 November 2025 at 12:00 hrs.



**THE CHAIRMAN OF THE MEETING**

Mr. Miguel Muñoz



**THE SECRETARY OF THE MEETING**

Mr. José Puente

**ADDENDUM**  
**Attendance and proxies at the Ordinary Meeting**

*[document with personal data that is not uploaded]*

<b>Club Playa Amadores</b>	
	<b>Rights</b>
Holiday Club Canarias Sales & Marketing SLU	444
Holiday Club Canarias Vacation Club SLU	315
Holiday Club Canarias Resort Management SLU	4
OPCA Denmark	67
OPCA Nordic	31
Holder 1	6
Holder 2	5
Holder 3	5

**877**