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ARDA-ROC WARNS CONSUMER & TIMESHARE OWNERS TO BEWARE OF TIMESHARE EXIT SCAMS DURING CORONAVIRUS PANDEMIC

WASHINGTON, April 14, 2020 – The [American Resort Development Association – Resort Owners' Coalition](#) today warned consumers and timeshare owners to beware of timeshare exit companies looking to take advantage of them during the COVID-19 pandemic.

“ARDA-ROC urges consumers and timeshare owners to be aware of timeshare exit companies that may use the COVID-19 pandemic as an opportunity to scam timeshare owners, including those experiencing financial hardships,” said Robert Clements, vice president of regulatory affairs and general counsel for ARDA. “It is unfortunate, but during this time of crisis, we are seeing an uptick in promotions by many timeshare exit companies making unfounded claims about future special assessments and increases in maintenance fees due to the coronavirus.”

ARDA-ROC warns consumers to never pay an upfront fee to an unregulated company that claims to be able to get consumers out of their timeshare. “We hope state attorneys general and law enforcement will crack down on these and all coronavirus-related scams, as they work to protect consumers across the country during this unprecedented time,” said Clements.

ARDA-ROC encourages timeshare owners who believe they have been unfairly taken advantage of or defrauded by an exit company to contact their state's Attorney General (www.consumerresources.org), the attorney general in the state where the business is located, their local Better Business Bureau or local law enforcement. For additional help contacting these resources, consumers can reach out to the ASK ROC Consumer Support Team at 1-855-939-1515.



For timeshare owners who are contemplating exit, ARDA-ROC recommends owners always contact their timeshare developer, resort management company or HOA as their first source of information regarding exit options. For more information on how to safely explore exit options, visit www.responsibleexit.com.

The ARDA-Resort Owners' Coalition (ARDA-ROC) is a 501(c)4 non-profit entity funded by over 1.5 million individual timeshare owners' voluntary contributions. ROC is dedicated to preserving, protecting, and enhancing vacation ownership through smart policy and sensible regulation. We advocate for local, state, and federal policies that enable the vacation ownership industry to thrive and provide consumers with an enriched vacation ownership experience. For more information, visit www.ardaroc.org.