

Dear Attorney General,

We purchased a timeshare from Bluegreen Vacations in which we are wanting cancelled asap.

During the timeshare sales presentation, Bluegreen showed us beautiful properties and promised us a dream vacation experience that we could not afford otherwise. They sold us on the idea that it was a good investment for both our and our children's futures, and that we could go anywhere we wanted at any time. However, none of these promises were true.

Since purchasing the timeshare, we have been unable to stay in the type of properties we were shown, as they have consistently been subpar and outdated. On one of our most recent vacations, we were even forced to wait for our room to be cleaned, and it was still not up to standard when we checked in. We have had to cut several vacations short due to the disappointing accommodations. Furthermore, in order to book the properties we want, we have to plan a year in advance, which is not feasible for us as business owners.

We recently spoke with one of Bluegreen's customer care managers, Keshia, for assistance with cancelling our timeshare. She offered to release us from our timeshare for a \$5,000 exit fee payment. However, she refused to send any information regarding this release offer in writing, which is how we got into this situation in the first place.

We need assistance in cancelling our timeshare and obtaining written confirmation that our timeshare will in fact be cancelled if we pay any sort of exit amount.

Thank you,

Sharon & Jerry [REDACTED]