



**Better Business Bureau[®]
of Central and Northern Alberta**

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Media Release

May Top 10 Complaints & Inquiries

Edmonton, AB (June 6, 2006) During the month of May 2006, the Better Business Bureau[®] of Central and Northern Alberta received the following complaints and inquiries about businesses in the following industries: (Ranked from highest to the lowest)

	Complaints		Inquiries
1	Computers Software & Services	1	Movers
2	Movers	2	Home Builders
3	Auto Dealers-New Cars	3	Auto Dealers-New Cars
4	Wholesalers & Distributors	4	Computers Software & Services
5	Furniture-Retail	5	Roofing Contractors
6	Telephone Communications	6	Information Technology
7	Home Builders	7	Home Improvements
8	Vacation Time Share	8	Landscape Contractors
9	Publishers-Book	9	Internet Marketing Services
10	Advertising-Directory & Guide	10	Multi-Level Selling Co.

Backgrounder

The following is a Consumer Tip from the Better Business Bureau of Central and Northern Alberta that provides background information about complaints that we received. For further tips, visit www.edmontonbbb.org/BBBtips.html

Vacation Time Share

The following is general information on vacation resort time sharing:

Timesharing, or vacation sharing, is a low cost alternative to outright ownership of a second home.

Before you make a purchase, follow these guidelines:

If you have been offered a free inspection trip or other gifts, will you first be required to sign a contract and make a down payment? Will you receive the gifts if you decide not to buy?

Is the timeshare a title, lease or club membership?

If you are buying a lease or club membership, how many years are you buying?

Are you buying "specific", "revolving", or "floating" weeks?

Verify that everything the seller is to do is covered in the contract. Get all oral promises in writing.

Do not sign a contract unless you understand it, and do not sign a contract with blanks in it. We strongly urge you to have your contract reviewed by a lawyer who is familiar with timeshare agreements before you sign it.

If you have not already done so, contact the Better Business Bureau, or visit the [Company Reports](#) section of our website for a reliability report on the vacation resort time share you are planning to do business with. If they don't exist on our database, [please let us know](#).

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For media inquiries please contact:

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