
STATUTORY INSTRUMENTS

2010 No. 2960

**The Timeshare, Holiday Products, Resale
and Exchange Contracts Regulations 2010**

PART 3

PRE-CONTRACTUAL MATTERS

Key information

- 12.**—(1) Before entering into a regulated contract, the trader must—
- (a) give the consumer the key information in relation to the contract, and
 - (b) ensure that the information meets the requirements of this regulation.
- (2) The trader must comply with paragraph (1) in good time before entering into the contract.
- (3) The “key information” in relation to a contract means—
- (a) the information required by Part 1 of the standard information form (see regulation 13(2)),
 - (b) the information set out in Part 2 of that form, and
 - (c) any additional information required by Part 3 of that form.
- (4) The information must be—
- (a) clear, comprehensible and accurate, and
 - (b) sufficient to enable the consumer to make an informed decision about whether or not to enter into the contract.
- (5) The information must be provided—
- (a) in the standard information form, completed in accordance with regulation 13(1),
 - (b) in writing,
 - (c) free of charge, and
 - (d) in a manner which is easily accessible to the consumer.
- (6) If the consumer is resident in, or a national of, an EEA State, the information must be provided in a language which is an official language of an EEA State and which is—
- (a) the language, or one of the languages, of the EEA State in which the consumer is resident,
or
 - (b) the language, or one of the languages, of the EEA State of which the consumer is a national.
- (7) If there are two or more languages in which the information could be provided under paragraph (6), the trader must give the consumer the opportunity to nominate one of them and—
- (a) where the consumer does make a nomination, the information must be provided in the nominated language;
 - (b) where the consumer does not make any nomination, the information may be provided in any one of those languages.

(8) A trader who contravenes paragraph (5) of this regulation commits an offence.