

## STAFF SPOTLIGHT



# JORGE MARQUEZ

BELL BOY - SINCE 2003 | CLUB REGINA LOS CABOS

**How long have you been working for the resort?** I've been in Club Regina Los Cabos for 17 years; the first 9 months I worked as Common Areas supervisor and from then I started as a Bellboy where I have been ever since.

**What do you like most about your job?** I love taking care of Members and guests at the resort. I get so happy when I can tell by looking at their faces that they're having a memorable vacation.

**How are the Raintree Members different from other guests?** I really can say that Members become part of our family. The relationships formed through the years run deep, so much so, that they know the names of our families, and we have seen their own families grow with us.

**What are some travel tips you have for our Members when staying at the resort?** In Los Cabos we have several beaches to visit, some may not be well known by tourists, but they're equally beautiful. La Rivera and Buena Vista beaches are very serene; Cabo Pulmo, Balandra, and Los Barriles are beautiful; and La Ventana and Tecolote are nice and comfortable. And of course, you cannot come to Los Cabos and not go to The Arch in Cabo San Lucas.

**What's your favorite time of day, day of the week, or season at the resort?** December through March because it

is when the whales visit the resort. No matter how many times you see them, this wonderful event never gets old.

**Tell us about a "best kept secret" of the local area.** We have very good restaurants. Local restaurants outside the city are especially good, and ideal for foodies who like to explore and get to know a place through its cuisine. Mariscos Toro Güero by the airport has great dishes, Frida Cabo and El Ahorcado have a variety of great Mexican food, Las Guacamayas have awesome tacos and Taquería Rosi has incredible shrimp tacos.

**Where did you grow up? How would you describe it?** I was born and raised in San José del Cabo. I grew up with my parents and six siblings. Ever since I was little, I loved playing soccer with my brothers, cousins, and neighbors. I have witnessed how much Los Cabos has grown over the years, from a small town to world tourist destination. I have been working in hospitality since I was 17 years old, I got married at 21 and I have two wonderful kids: a 26-year-old daughter who's an accountant and a 23-year-old son who is finishing a degree in Tourism.

**What do you like to do in your free time?** Visit friends and family, spending valuable time together.

**What's something Members might be surprised to learn about you?** I love playing pool and Xbox with my son.



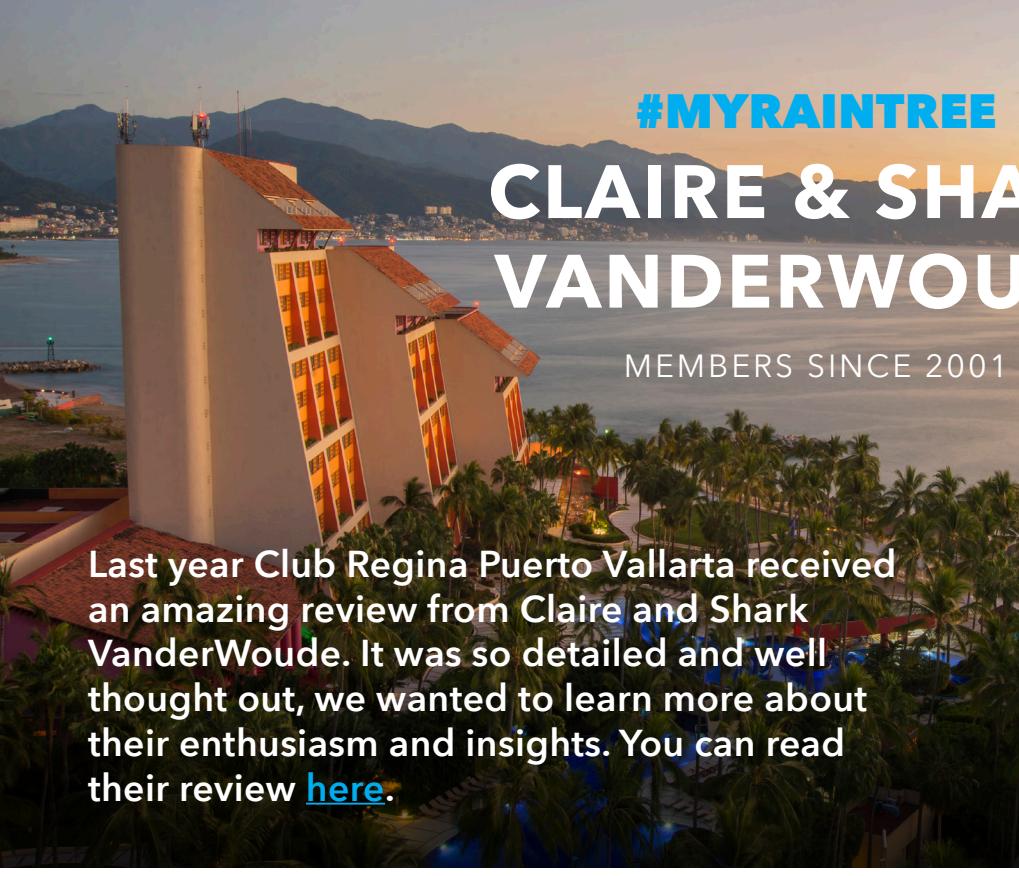
**Insights from Olivia, General Manager:**

**3 words that describe Jorge:**  
*Amiable, positive, and honest*

**Something interesting about Jorge that Members might not know?**

*He likes to dance*

**A favorite memory with Jorge from these past 17 years?**  
*I haven't been here as long as he has, but Jorge has always been known for his positive attitude with Members and coworkers!*



#MYRAINTREE

# CLAIRE & SHARK VANDERWOUDE

MEMBERS SINCE 2001

Last year Club Regina Puerto Vallarta received an amazing review from Claire and Shark VanderWoude. It was so detailed and well thought out, we wanted to learn more about their enthusiasm and insights. You can read their review [here](#).



**What an amazing review! It was so thoughtful, and we loved reading it. What prompted you write it?** My husband Shark and I stay in Mexico for several months each year, and I am always dreaming of our time with you. What you really need to know is that we have gotten to know your staff very well, and they are all like family. Therefore it is easy to write about how much we love it at Club Regina.

**You've been visiting Puerto Vallarta for over a decade, what makes Club Regina unique?** We stay at two different resorts while we are in Mexico. They are both beautiful, but one has grown into a huge city-like complex. There are many things to do, but too much hustle and bustle. At Club Regina, it is "old world" beauty with all the comforts you could ask, and peaceful. There is nothing nicer than relaxing with a few friends, or good book and then enjoying a perfect cocktail and dinner at Inizio overlooking the big blue ocean. We have also gotten to know many who travel at the same time we do. It is part of the beauty in staying here.

**Is that what you meant in your review when you said arriving feels like being 'welcomed home'?** Yes, I cannot tell you all the kindness and sometimes help we receive from the all of those at Club Regina. We get to "go home" twice a year. Once when we arrive in January we get to see our Club Regina family and then when we go home to Green Bay to our family there. How great is that?

**Where's your favorite spot in the resort?** The upper pool area is a great place to people watch. The Nationals we've met have such great interchange with their kids it is a joy to watch. We don't always see this kind of loving playtime in the states because everyone is so busy with work, sports, etc. We are missing out. When the pools are empty, it's also a great workout area and a cozy place to snuggle up with a good book.

**Favorite dish or drink at the resort?** We love your tableside chefs at Inizio and the amazing entrées they create. There is always something new to try. In fact, next week we're going with a group of 12 for the tableside Italian night. Yummy!

**What activities would you recommend while in Puerto Vallarta?** Walk across the street to the PV Marina to experience some amazing restaurants- International, Italian, local fare, and some very upscale steak houses. Or a day trip to El Centro (downtown PV) for a beautiful walk on the Malecon, a cocktail on the beach, a little horse trading for jewelry, or dinner at a restaurant over the ocean.

**What is on your 'must do' list for each year?** We do love La Cappella and Hacienda San Angel restaurants, so those are a must. We always try to find new places to go, so we play a game where we go to El Centro and we each get a turn to pick a restaurant, beach bar, or store neither of us have ever been to. We have discovered some wonderful places. Other than that, we will be hanging with our Club Regina family!

**CLUB REGINA**  
**PUERTO VALLARTA**  
A RAINTREE VACATION CLUB RESORT



Recently, Alberto, general manager at Club Regina Puerto Vallarta, created a neat spontaneous photo opportunity. To celebrate friendship and show appreciation to the members who return year after year, he gathered as many available Members and staff as he could for one big panoramic shot. We calculated nearly 500 years of membership is represented here- what a testament to the enduring Raintree family!

Recientemente, Alberto, gerente general de Club Regina Puerto Vallarta, tuvo una oportunidad muy buena de tomar una foto espontánea. Para celebrar la amistad y mostrar agradecimiento a los Socios que regresan año tras año, reunió a tantos Socios y personal disponible como pudo para una gran foto panorámica. Calculamos que casi 500 años de membresía están representados aquí. ¡Un testimonio de una familia Raintree duradera!

**#MyRaintree  
#HomeAwayFromHome**



CLUB  
REGINA



## CLUB REGINA AWARDS

2019 marked a year of great recognition for our Club Regina resorts. While the Club Reginas are continually recognized, this is the first year that all 3 locations received each of these 4 honors: Distintivo H, Distintivo M, an RCI Gold Crown, and TripAdvisor's Certificate of Excellence. Read below to learn more about these distinctions.



CLUB REGINA CANCUN

CLUB REGINA LOS CABOS

CLUB REGINA PUERTO VALLARTA

2019

DISTINTIVO H	DISTINTIVO M PROGRAMA MODERNIZA	RCI GOLD CROWN	TRIP ADVISOR
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓

### DISTINTIVO H

One of the most prestigious certifications given by the Federal Tourism Secretariat in Mexico, the "Distintivo H" is awarded to restaurants and hotels that meet specific **hygiene standards**. The objective of these standards is to ensure safety in food and beverage service and promote the image of Mexico worldwide with respect to food. To qualify for "Distintivo H", 151 points are covered, of which 26 must be reached at 100%, while 125 must be reached by at least 90%. Areas that are inspected include: food reception and storage, chemical handling, refrigeration and freezing, kitchen area, food preparation, service, water and ice, employee health services, waste management, pest control, personnel, and bars.

### DISTINTIVO M

The "Moderniza" (Modernize) program is a system for quality improvement through which tourism companies can stimulate their employees and increase their profitability and competitiveness indices based on a modern way of running and managing a company.

The program consists of mastering 12 techniques across four areas:

- Human quality
- Customer satisfaction
- Routine management processes
- Management improvement

Companies that complete the training and meet all the criteria will receive the **"M" Distinctive, a maximum recognition granted by the Ministry of Tourism that endorses the adoption of best practices and a distinction of a model tourism company.**

### RCI GOLD CROWN

RCI recognizes properties that consistently offer superior holiday experiences based on established standards being met according to comment cards from guests. Many areas of resort operation are rated, including check-in/check-out, hospitality and guest service, resort maintenance, unit features, maintenance and housekeeping, and on-site amenities. **The Gold Crown status is the highest honor they give out.**

### TRIPADVISOR CERTIFICATE OF EXCELLENCE

TripAdvisor is the biggest travel reviews website in the world and influences hundreds of millions of trips each year based on its peer review foundation.

Founded in 2010, the **Certificate of Excellence** award honors hospitality businesses that **consistently achieve outstanding reviews** on TripAdvisor. This award is **only given to the top 10 percent** of accommodations, attractions, restaurants, and vacation rentals listed on TripAdvisor.

To qualify for a Certificate of Excellence, a hospitality business must:

- Maintain an overall TripAdvisor rating of at least four out of five
- Have a minimum number of total reviews
- Have been listed on TripAdvisor for at least twelve months

TripAdvisor uses an algorithm with a variety of user-generated content in to determine recipients. There is no application process for the Certificate of Excellence, it can only be earned over time.

# SPRING GETAWAYS STILL AVAILABLE!

## ¡VACACIONES DE PRIMAVERA TODAVÍA DISPONIBLES!

It's not too late to book your Spring Getaways in Mexico. Weekly and Nightly stays are still available in March and April at all 3 of our Club Regina resorts. So go [online](#) or call a Raintree Guide to book now, but hurry, some weeks are almost gone!

No es demasiado tarde para reservar unas vacaciones de primavera en México. Aún están disponibles estancias semanales y por noche en marzo y abril en los 3 desarrollos Club Regina. Así que reserve ahora [en línea](#) o llame a un Guía Raintree, pero apúrese, ¡algunas semanas casi se han acabado!

### WEEKS WITH AVAILABILITY\* SEMANAS CON DISPONIBILIDAD\*

WEEK / SEMANA  
DATE / FECHA  
**CLUB REGINA CANCUN**  
**CLUB REGINA LOS CABOS**  
**CLUB REGINA PUERTO VALLARTA**

10	11	12	13	14	15	16	17
3/7 7 DE MARZO	3/14 14 DE MARZO	3/21 21 DE MARZO	3/28 28 DE MARZO	4/4 4 DE ABRIL	4/11 11 DE ABRIL	4/18 18 DE ABRIL	4/25 25 DE ABRIL
✓	✓	✓	✓		✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓

\*Data as of 2/11/20. Availability is subject to change.  
\*Datos tomados 11/2/20. Disponibilidad sujeta a cambios.

 Limited availability!  
¡Disponibilidad limitada!



# SPRING EVENTS AND SPECIALS



## CLUB REGINA LOS CABOS

A RAINTREE VACATION CLUB RESORT

### ST. PATRICK'S DAY, MARCH 17TH

"The Irish Cocktail" special at all restaurants, **\$115 pesos**

### NATIONAL BEER DAY, APRIL 7TH

Beer Bucket special at all pools, **\$280 pesos**

### EASTER, APRIL 12TH

Join us in celebrating with memorable **family-fun activities** in the pool area

### CINCO DE MAYO, MAY 5TH

**Mexican buffet** at Altura with traditional entertainment and surprises

**Special prices** on flavored **margaritas**

### MOTHER'S DAY, MAY 10TH

We're celebrating moms with a **delicious 3-course dinner menu** at Inizio

## CLUB REGINA CANCUN

A RAINTREE VACATION CLUB RESORT

### ST. PATRICK'S DAY, MARCH 17TH

**Second Happy Hour** at Pool Bar from 4pm - 5pm

### HOLY & EASTER WEEK, APRIL 5TH-18TH

**Whole fish specials** at the pool bar

Holy Thursday (4/9) special menu item at Inizio: **Paella & Fish**

### MOTHER'S DAY, MAY 10TH

**Complimentary glass of wine** with dinner at Inizio (domestic red or white)

## CLUB REGINA PUERTO VALLARTA

A RAINTREE VACATION CLUB RESORT

### ST. PATRICK'S DAY, MARCH 17TH

Special menu item: **Roast beef sandwich**

**2x1 all day** on green cocktails and green draft beers

### EASTER WEEK, APRIL 5TH-18TH

**Sunday Brunch** with Mexican food, mimosas and Bloody Marys

**Traditional ceviches and Zarandeado style fish** served at La Cevicheria

### MOTHER'S DAY, MAY 10TH

**Four course dinner** menu, live music and a complimentary glass of red wine

# GOLF SPECIALS



By partnering with **Questro Golf**, Members staying at Club Regina Los Cabos can now play at 3 nearby golf courses at discounted rates. These special rates will vary by season.

THE RATES FOR NOVEMBER 1<sup>ST</sup>, 2019 – MAY 15<sup>TH</sup>, 2020 ARE AS FOLLOWS:

GREEN FEE	CABO REAL		CAMPESTRE SAN JOSÉ		PUERTO LOS CABOS	
	PUBLIC	PARTNER	PUBLIC	PARTNER	PUBLIC	PARTNER
18 HOLES EARLY TWILIGHT 12 PM TWILIGHT 12:30 PM	\$245.00 \$200.00 \$175.00	\$210.00 USD \$170.00 USD \$150.00 USD	\$190.00 \$160.00 \$135.00	\$160.00 USD \$135.00 USD \$115.00 USD	\$285.00 \$230.00 \$205.00	\$240.00 USD \$195.00 USD \$175.00 USD
						INCLUDES FOOD & BEVERAGES

## 2 ROUND PASS

\$380.00 USD

## 3 ROUND PASS

\$525.00 USD

## 5 ROUND PASS

\$825.00 USD

*Rounds may be played at any of our three golf courses • Each pass used at Puerto Los Cabos will incur a \$20 USD surcharge due to all-inclusive food and beverage palapas • Golf pass is personal, non-transferable • Golf Pass is valid for 14 days, once initial round is played*

All rates and promos are valid up to 12 golfers. Group service fee will apply to all groups larger than 12.

## QUESTRO GOLF POLICIES

**Our Pace of Play** is 4 hours, 30 minutes. By booking this reservation you are in agreement and acknowledgement of our pace of play requirements.

**Dress Code (Golfers and Riders):** Appropriate golf attire is required. Collared golf shirts and Bermuda / golf style shorts are allowed. Please note that denim, swimwear, cut-offs, t-shirts, halter tops, tank tops, and flip flops are not permitted.

**Cancelation Policy:** Our cancellation policy is 24 hours in advance. If you need to change or reduce the number of players in your group, please do so at least 24 hours prior to your tee time. Failure to do so will result in a full charge.

**Green Fee includes:** 18 holes, one shared golf cart per round, use of driving range prior to round and bottled water.

**Riders** are permitted based on availability of golf carts and cannot be guaranteed in advance. Please contact the golf course the same day of play, to confirm availability. Rider fees are \$45 USD at Puerto Los Cabos and \$35 USD at Cabo Real & Club Campestre San José.

Outside food and beverage is not permitted

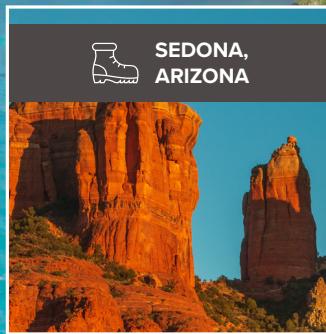
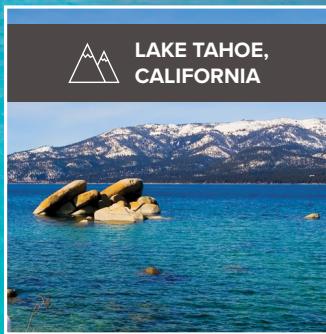
**Club Rentals: \$55 USD** Prices subject to change



# PLAN NOW. PLAY TOMORROW.

Whether you're in need of a quick getaway or ready to book the big trip, 2020 is the year to make it happen. Let us give you the resources and advice you need to set your vacation planning in motion.

Visit [rci.com/raintree](http://rci.com/raintree) for vacation inspiration, tips and packing lists.



Follow these steps to start planning your 2020 vacation:

1. Log in to [raintreevacationclub.com](http://raintreevacationclub.com)
2. Go to the 'Alliances' section.
3. Click the "Login to RCI" button to access your RCI subscribing member account.

Or call **1.800.424.6532** to speak with a Vacation Guide.

Participation in the RCI Points® exchange program as a Raintree member requires an additional fee after the first year of membership.

\*These vacations are limited and subject to availability based on your accessible Points balance.

CST: 2046555-50. Registration as a seller of travel does not constitute approval by the State of California. Fla. Seller of Travel Reg. No. ST-26552.

Nevada Seller of Travel Registration No. 2002-0793. Washington Seller of Travel Reg. No. 602357907.

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# E-STATEMENT ENROLLMENT\*

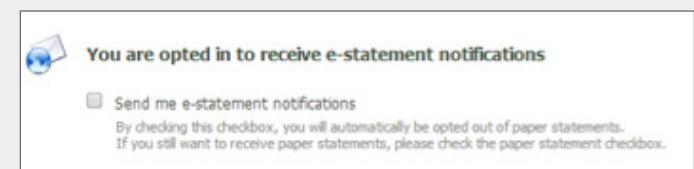
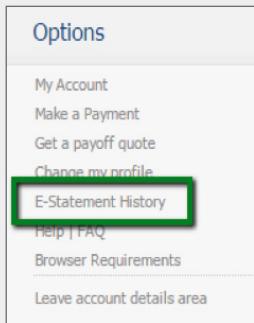
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

Through the maintenance fee section after logging on to [www.raintreevacationclub.com](http://www.raintreevacationclub.com) with their credentials, Members can opt in to these benefits by following the steps below:

1. Log into [raintreevacationclub.com](http://www.raintreevacationclub.com) using your personalized credentials and click on **"Pay Your Maintenance Fee"**
2. In the Options section, select **"E-Statement History"**:
3. This will open your E-Statement
4. Mark the **"Send me e-statement notifications"** checkbox.



2. In the Options section, select **"E-Statement History"**:



Select the accounts for which you would like to receive E-statements.

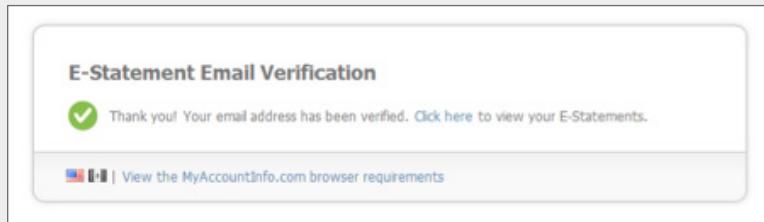
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

Click the **'Save Changes'** button

5. Members will be sent an email requesting them to confirm the e-mail address. The following messages will display:

\* The email address provided must be confirmed before e-statement notifications can be sent.  
\* Paper statements will be sent until the email address provided is confirmed.

6. From the email, click the link. The email confirmation page opens:



It's that easy! Please feel free to contact a Raintree Vacation Guide by calling 1-800-424-6532, or you may contact Member Services via email at [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com), if you need assistance with your credentials or logging into Raintree's website.

\*Available in English and Spanish only, based on nationality of residence on file



## NOTICE: CLUB REGINA NEW POLICY

Effective December 1st, 2019, we will no longer accept cash at the Club Regina food and beverage outlets. All charges at those establishments must be paid for by room charge or credit card. We believe this change will allow us to better serve you and at the same time safeguard the resort's financial environment. Upon check in, all guests will be asked to open a line of credit for their room with their credit card or with a cash deposit. At check out, an itemized statement will be provided for your review and you may then settle your bill via your preferred payment method.

## AVISO: NUEVA POLÍTICA EN CLUB REGINA

*A partir del 1ro de diciembre de 2019, no se aceptará dinero en efectivo en los centros de consumo de los desarrollos Club Regina. Todos los cargos en dichos establecimientos se deberán pagar ya sea con cargo a la habitación o con tarjeta de crédito. Creemos que este sistema nos permitirá servirle mejor, y a la vez, proteger el ambiente financiero del desarrollo. Una vez haga su check-in, se le pedirá a todos los huéspedes que abran una línea de crédito para su habitación con tarjeta de crédito o con depósito de efectivo. Una vez haga check-out, se le dará la cuenta detallada para que pueda revisarla y pagarla con el método que prefiera.*



## NOTICE: LOS CABOS NEW STATE FEE

Please be informed that the State of Baja California Sur has issued a new fee that applies to all international visitors as of November 9, 2019. The ***Fund for a Sustainable Baja California Sur*** will be charged to tourists for each visit to Los Cabos in the amount of \$350 pesos. The Fund will support the betterment of local communities, as well as invest in local resources enjoyed by the millions of travelers who visit the destination every year. The fee can be paid at kiosks located at Los Cabos (SJD) International Airport when leaving, or you can pay any time prior to your departure (including before your trip) online at [www.travelerfundbcs.gob.mx](http://www.travelerfundbcs.gob.mx). You can also find a FAQ section on this site should you want to learn more about this fund.