

TIPS & TRICKS

KEY CONTACTS & PROCEDURES

IMPORTANT CONTACT INFORMATION

RAINTREE VACATION GUIDES

1.800.424.6532 or locally at 317.805.9167.
Open 9am – 8pm CST Monday through Friday and 9am – 5pm CST on Saturday.
Any questions related to reservations and Membership.

MEMBER SERVICES

memberservices@raintreeclub.com
Information regarding Membership, use of Points, or issues signing in to the Member Area.

TRAVEL CONCIERGE

travelconciierge@raintreeclub.com
Transportation to and from the resort, requests for a special occasion, or general questions about one of our resorts or destinations.

RAINTREE BLUE

raintreeblue@raintreeclub.com
Information and assistance regarding this Membership type.

MAINTENANCE FEES

maintenancefee@raintreeclub.com
Questions about payments or maintenance fee, issues with billing, payment plans and options.

CONTRACTS

contracts@raintreeclub.com
Request a copy of contract (there may be fees associated with these services).

TRANSFERS

transfers@raintreeclub.com
Add or remove beneficiaries or other Members due to death or divorce or transfer Membership to a third party (there may be fees associated with these services).

HELPFUL PROCEDURES & INFORMATION

Update Personal Information (Name, Address, Phone, Email)

- Member Area Website- click 'My Profile' on the left sidebar, or
- Call a Raintree Vacation Guide

Look Up a Reservation or Print a Confirmation

- Member Area Website- click 'Your Reservations' on the left sidebar

Modify or Cancel Reservation

- Call a Raintree Vacation Guide
- Internal Points reservations (Raintree, Associate, & Diamond resorts)

IF YOU CANCEL YOUR RESERVATION	CANCELLATION FEE?	POINTS BACK?
90+ days prior to check-in	No	100%
30-89 days prior to check-in	\$100 USD	100%
0-29 days prior to check-in*	\$150 USD	50%

*For this timeframe, you may forego the \$150 fee by forfeiting all of your Points

*For this timeframe at The River Club, Member is responsible for the Resort Fees

- Raintree Rentals

IF YOU CANCEL YOUR RESERVATION	CANCELLATION FEE?	REFUND?
15+ days prior to check-in*	No	100%
0-14 days prior to check-in*	Yes	50%
no show*	Yes	0%

*For The River Club: if cancel within 30 days of check-in, Member is responsible for the Resort Fees

Online Maintenance Fee Payment and Records

- Member Area website- click 'Pay Your Maintenance Fee' or 'Maintenance Fee History' on the left sidebar.

Resort Fee Lookup

- [Fees for Associate and Alliance Resorts](#) can be found on the Resort Directory or Points Usage page in the Member Area website.

Free Accommodation Upgrade Request

- Contact a Raintree Vacation Guide from 15 days to 24 hours before your confirmed check-in date. Within this window all Members are eligible to request one unit size or level upgrade at no charge. This benefit is based on availability.

Note: any room request must be processed by calling a Raintree Vacation Guide; those made directly to resorts cannot be honored. Guests of Members are not eligible for this benefit.

MY RAINTREE

MEMBER INSIGHTS:

JAN CARTWRIGHT ON CANCUN

As Members for over 25 years, Jan and her husband, James, have visited several locations through RVC, from St. Maarten to Whistler, but her very favorite place to visit is Club Regina Cancun.

On Facebook, she shared her love for the resort, "All of the staff have been nothing but kind and willing to go out of their way to make me feel at home, even Mr. Pantaleon invited me to an employee's meeting one time! The staff at the front desk, the member services people, the bellboys, are all willing to help even if it doesn't fall under their job description. We have met so many kind and sincere people, I feel as though I have an extended family."

She has also shared her enthusiasm for our turtle conservation program in Cancun, "I've seen them come up on the beach and lay their eggs, go back into the water, then watch the security guards bury the eggs, put markers on the nests, and then help put them back into the ocean - it is truly one of the most amazing feats of nature I have had the pleasure of being involved in!"

SO WE REACHED OUT TO JAN TO FIND OUT MORE ABOUT HER CANCUN EXPERIENCES:

Besides the amazing staff you mentioned, what do you love about visiting Cancun? The water and beach are as beautiful as any place I've been in the Caribbean. Good restaurants, soccer between various employees of the staff, easy access to the bus, and of course seeing the turtles lay their eggs and then getting to release them in the ocean.

Any activity or site recommendation? Some of our favorite activities in Cancun: Chichen Itza, we were very lucky that we went during the equinox and saw the shadow of the serpent in Kukulcan [temple] and were able to climb up before they shut that part down; Coba is a good excursion; Xoximilco on Day of the Dead; deep sea fishing of course; and snorkeling at Isla Mujeres. One of our favorite things we did was Merida- we flew into Cancun, rented a car, gave our luggage to the staff at the Club, then drove to Merida for 3 or 4 nights, then back to the Club for a week!

How often do you go to Club Regina Cancun? Do you have a favorite time of year to go? We try to go at least twice a year, for various amounts of time. We have visited in every season and sometimes bring friends and families with us. I performed a wedding ceremony on the beach for my son! Our adult kids love it there as well! We like May, but it's too early for the turtles, so about the middle of June is good for that. We have made many friends over the years, and one couple we are still vacationing with after meeting in 1999.

When is your next visit to Cancun? We are planning to return sometime in May/June this year- just have to get those reservations made!





In late 2018 **Club Regina Los Cabos** and **Club Regina Puerto Vallarta** applied for and were awarded the “Distintivo H” recognition by SECTUR (the Mexican Department of Tourism). One of the most prestigious certifications given by the Federal Tourism Secretariat, it 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 security.

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.

Congratulations to General Managers, Oliva Galeana and Alberto Berriel, and each of their wonderful staff members who continually contribute to Making Vacations Memorable!

Club Regina Cancun is preparing for their inspection later in 2019.



STAFF SPOTLIGHT



ANTONIO ANGUIANO QUEVEDO

BELLBOY - SINCE 2006 CLUB REGINA CANCUN

How does your typical workday start? The first thing we do is organize the arrivals and departures and make schedules so we are on time for Members and guests. Also, making sure we treat their luggage with respect and are responsible when handling it.

What do you look forward to most, either on a day-to-day basis, or throughout the year? The recognition we get is always a nice encouragement. So a good day is when we do a good job and we are told so. During the year, I most look forward to the winter season because we get so many regulars and it's always such a treat to see them. In any case, every season is a good one to be in Cancun.

Is there an aspect about your job people might be surprised about? Not sure, everything we do is pretty open to the public, but if there's something that is not in our scope of work, we'll still make it happen!

What is one of your fondest experiences with a Member that stand out after all these years? There are too many, and all of them positive. Just knowing that the Members want to come back year after year is such a good feeling - a satisfaction, really. The fact that they see us as family is very rewarding and says a lot of our service. You can't really say that of many hotels so this is very important for us.

When did you know Raintree was a company you could stay with for the long term? I love working here, everything is positive. I have a boss who is an excellent person, a great relationship with my coworkers, and our Members are wonderful.

What are some things that happen behind the scenes that you enjoy the most? I like the meetings when we get to see the work of other departments and chat with them. We also get together to celebrate everyone's birthdays and that's always a nice time.

Where are you most likely to be found in your free time? On my days off I like to take my family to the Cenotes or to the beach. They love it! I have three kids and we really enjoy the beauty of Cancun- we are truly lucky we get to spend our days off here.

We are always growing and learning. Is there any one thing you would like to take the time to learn more about? I'd love to learn more languages. I already speak Spanish and English but I'd love to learn French and Japanese.

As one of the longest tenured employees, what do you feel you have bragging rights to? Not sure if it's a bragging right, but with each passing year, I feel more responsible and encouraged to do a good job.

RESORT PROMOTIONS

SPRING EVENTS

AT CLUB REGINA

RESORTS



CLUB REGINA LOS CABOS

St. Patrick's Day, March 17th

Bucket of 6 beers for \$325 pesos, and a special buffet dinner

5 De Mayo Mexican Fiesta, May 5th

Mexican buffet, traditional dancing, and lots of fun with our activities team

Mother's Day, May 10th

Celebrate with a special dinner menu, entertainment, and gifts

Wine Tasting with Live Music

Every Tuesday this spring at the lobby bar, 5:30pm



CLUB REGINA PUERTO VALLARTA

St. Patrick's Day, March 17th

2X1 all day on green cocktails • Special menu item: Roast beef sandwich

Easter & Holy Week, April 14-27

Breakfast buffet \$249 pesos • Zarandeado style fish served at La Cevicheria from 12pm - 6pm

Mother's Day, May 10th

Special 4-course dinner menu with live music and a complimentary glass of Lambrusco red wine, \$395 pesos



CLUB REGINA CANCUN

St. Patrick's Day, March 17th

Second Happy Hour at Pool Bar from 4pm to 5pm

Easter & Holy Week, April 14-27

Special menu item: Tikin Xic style fish, \$499 pesos • Salads 2x1 during dinner at Inizio • Holy Thursday (4/18) special menu item: Paella

Mother's Day, May 10th

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



RESORT PROMOTIONS

LAST MINUTE SPRING

AVAILABILITY



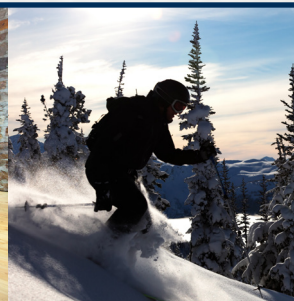
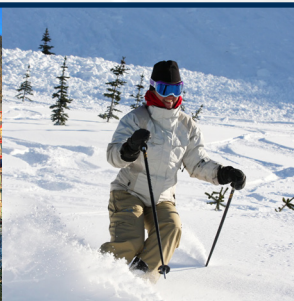
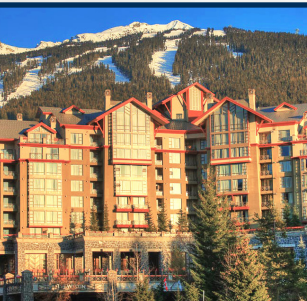
Ski Season is in full swing- check out the last minute availability at these Mountain resorts and book before the snow melts away!

MOUNTAIN RESORTS WITH AVAILABLE WEEKS*

		week#	9	10	11	12	13	14	15	16
			Mar2	Mar9	Mar16	Mar23	Mar30	Apr6	Apr13	Apr20
The Miners Club, Park City						✓	✓	✓	✓	✓
Park Plaza, Park City					✓		✓	✓	✓	✓
Franz Klammer Lodge, Telluride		✓					✓	✓		
Teton Club, Jackson Hole								✓		
Whistler Resorts	Aspens			✓			✓	✓		✓
	Ironwood	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Northstar	✓	✓		✓	✓	✓	✓	✓	✓
	Powders Edge						✓			✓
	Snowbird			✓		✓	✓	✓		✓
	Woodrun					✓	✓	✓		✓
	Tyndall Stone							✓	✓	
	Whistler Creek	✓	✓	✓						✓

*Data as of 2/20/19. Availability is subject to change.

WWW.RAINTREEVACATIONCLUB.COM





Get ready for a sun-sational summer!



What more could you want out of your summer than some sun & sand?

Your RCI® subscribing membership offers you access to **over 4,300 affiliated resorts!*** So go ahead and check a dream beach destination off your bucket list.

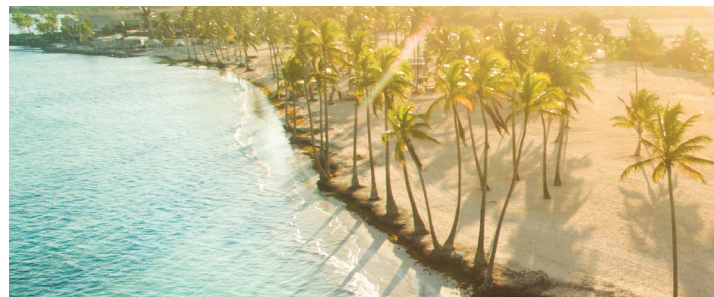


Didn't find what you were looking for right away? Open an **Ongoing Search** and RCI will continue to search for you 24/7.¹

Start planning your summer vacation!

Get started at raintreevacationclub.com or call **1.800.424.6532**.

1. Log in to raintreevacationclub.com
2. Go to the 'Alliances' section.
3. Click the 'Login to RCI' button to link to your RCI subscribing member account.



PUNTA CANA, DOMINICAN REPUBLIC



ST. JAMES, BARBADOS



TENERIFE, CANARY ISLANDS

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.

¹The current RCI Exchange Fee is required to set up an Ongoing Search. The Exchange Fee may be refundable if no match is found, provided you are otherwise in full compliance with all applicable exchange program requirements.

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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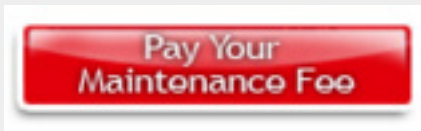
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E-STATEMENT ENROLLMENT*

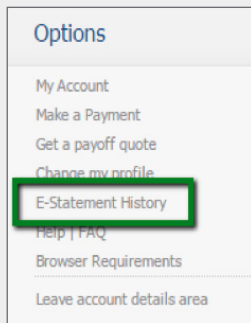
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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

1. Log into raintreevacationclub.com using your personalized credentials and click on **"Pay Your Maintenance Fee"**

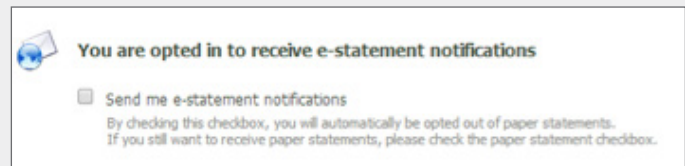


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

4. Mark the **"Send me e-statement notifications"** checkbox.

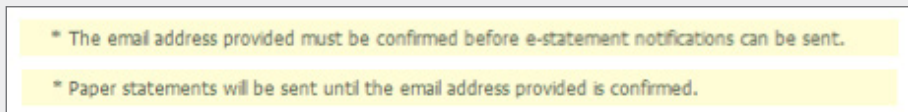


Select the accounts for which you would like to receive E-statements.

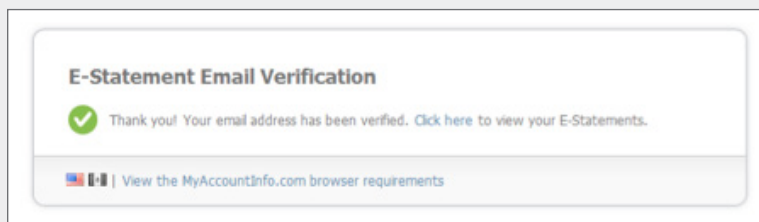
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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:



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, 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*