

TIPS & TRICKS

POINTS 101

Welcome to the first edition of our Back to Basics series. While you can access the comprehensive Member User Guides online at any time, here we will highlight your most inquired about topics. This edition we start with perhaps the most valuable subject- your Points!

Information in this article may not apply to all Membership types, always refer to your appropriate User Guide.

THE BASICS

Points Allotment: The number of Points issued to you at the start of each Use Year. Amount is based on Membership type.

Use Year: A 365-day period that begins on the day you are eligible to receive your annual Points Allotment.

Validity Period: Points may be used at any time during the Use Year in which they were issued. As a courtesy, any remaining Points are saved for your next Use Year. Saved Points expire after 1 year, so all Points have a validity period of **up to 2 years.***

Booking Window: All valid Points can be used to make an **internal** reservation with a check-in date that falls within the next **one to 365 days**. External reservations have varying booking windows, please consult their website or a Raintree Vacation Guide for details.

Internal Point Use: Reservations to one of our Raintree resorts, Associate resorts, or Diamond resorts. Can be made directly on the Raintree website by logging in or by calling a Raintree Vacation Guide.

External Point Use: Access to Bluegreen Resorts, RCI, or The Registry Collection (varies by Membership type). You can log in to the Bluegreen (Prizzma) and RCI portals using the links on the Alliance tab of the Member Area homepage.

Your Online Points Statement:

Welcome, Member

GOLD MEMBER

Available Points Balance:
150,000

Of the above you have

0
Supplemental Points

and

50,000
Future Points

Reservations using future points are only valid if maintenance fees have been paid

Available Points: points you currently have access to.

This total includes:

- This year's Points Allotment
- Valid borrowed, accelerated, saved, and purchased Points
- Supplemental Points
- Future Points (Maintenance Fee payment required)

Future Points: your next Use Year's **unpaid** Points Allotment.



Future Points are displayed as a courtesy to help you plan and book next year's vacations. When ready to use them on a reservation, you must borrow that Allotment by paying the Maintenance Fee.

- Any remaining points from this Allotment will be Borrowed Points, available to use until they expire at the end of their original Use Year. Your 'Future Points' will then read 0 until you are again eligible to access your next Use Year's Points.
- Alternate Memberships do not display 'Future Points' since they receive their Allotments every other year.

Supplemental Points: applicable to some Membership types. These points are set to expire on 6/11/2019.

*VOC and B-Share Members' Points cannot be saved, and thus have a validity period of 1 year.

HOW TO GET MORE POINTS

You can **borrow**, **accelerate**, or **purchase** Points, or you can **upgrade** your Membership.

1. Borrow Points: get your next year's Points Allotment now

- Pre-pay the Maintenance Fee for your next Use Year to receive that Points Allotment. You will pay the current year's rate, then be billed the difference next Use Year (if applicable).
- You can only borrow one Points Allotment per year, if you need additional Points for a reservation you can accelerate or purchase these Points.
- Once Points have been transferred to the current Use Year, this cannot be undone.
- Borrowed Points **expire** at the same time as the current year's Allotment- at the **end of your next Use Year**.
Ex: if your Use Year starts on Jan. 1st, and you borrowed 2019's Allotment on Oct. 1st 2018, these Points will expire Dec. 31st, 2019 – valid for a total of 15 months.

2. Accelerate Points: advance a Points Allotment from the end of your Membership term

- To receive an accelerated Points Allotment, the associated Maintenance Fee must be paid. It is paid at the current year's rate.
- Dependent on Membership type, you may be allowed to accelerate up to two Points Allotments per year.
- Once Points have been transferred to the current Use Year, this cannot be undone.
- Accelerated Points **expire** at the same time as the current year's Allotment- at the **end of your next Use Year**.
Ex: if your Use Year starts on Jan. 1st, and you accelerated on Oct. 1st, 2018, these Points will expire on Dec. 31st, 2019.

3. Purchase Points: our "Points Plus Cash" program allows you to buy individual Points when you're just a few Points shy of the reservation you want

- Amount of Points purchased cannot exceed your Points Allotment. Not available online, must call a Raintree Vacation Guide.

4. Upgrade Membership: increase your annual Points Allotments

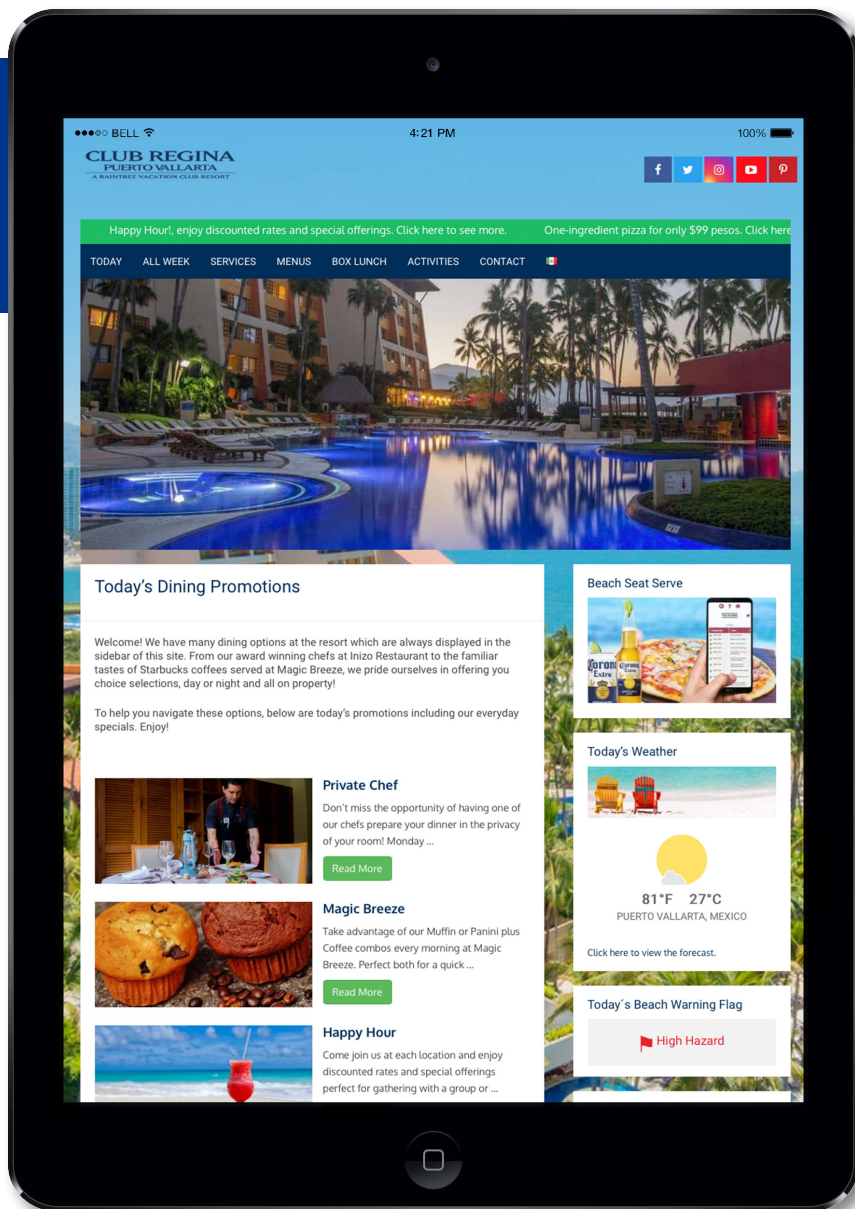
- To increase your Points Allotment or to find out more about your upgrade options, please email us at memberservices@raintreeclub.com, or click "Upgrade Membership" on the left sidebar of the Member Area site to request a preferred contact time.



RESORT NEWS

CLUB REGINA INFORMATION PAGES

If you've stayed at one of our Club Regina resorts in the last few months you may have noticed something new when logging on the internet. If not, allow us to introduce you to our newest tech feature- Club Regina Information Pages!



WHAT IS IT? Each resort's information page is a website that will open the first time you log into the resort Wi-Fi. It's your guide to the resort's current services and events, so at any moment you can better enjoy your day, or use it to look ahead and plan your entire stay.

A PEAK INSIDE

TODAY: a list of the day's dining promotions such as a theme night at Inizio, happy hour locations, and other resort specials

ALL WEEK: see the dining promotions available the rest of the days of the week

SERVICES: a list of the on-site services and contact information

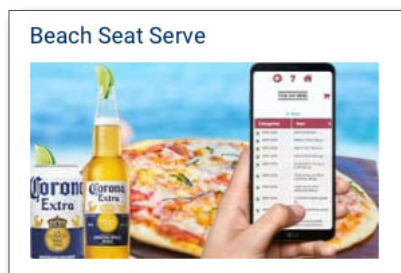
MENUS: access to all on-site menus

BOX LUNCH: from our kitchen with love- order a customizable box lunch to go. Perfect for those heading out for a day of adventure and want a convenient and delicious meal on hand.

ACTIVITIES: a calendar of the resort's daily scheduled activities for kids and adults. If you have a Google account, you can copy desired activities directly into your calendar!

CONTACT: not in your room? Open this page on your mobile device to send a message to the front desk. (For urgent matters, please call the resort or dial extension 0 from a resort phone)

SIDEBAR: today's weather, today's beach condition, and the hours of the food and beverage facilities will remain displayed on the right hand side of each page for your convenience.



EXCLUSIVE FEATURE: THE BEACH SEAT SERVE

Currently only at Club Regina Puerto Vallarta

Order from the Tenampa Pool Bar menu and have it delivered to you- all from the convenience of a lounge chair!

Use this link on the landing page to select your order, give your room number for payment, your chair number for delivery, and in minutes your food and drinks will be on its way to you.

CLUB REGINA PUERTO VALLARTA
INFORMATION PAGE

CLUB REGINA LOS CABOS
INFORMATION PAGE

CLUB REGINA CANCUN
INFORMATION PAGE

STAFF SPOTLIGHT



SEBASTIÁN VARONA

EXECUTIVE CHEF
CLUB REGINA PUERTO VALLARTA



How long have you been working at Raintree? It's three years as of August.

When did you discover your love for cooking? I was 14 years old. I learned from my father who was my first teacher and then I had many other excellent teachers at Chef School.

What dish are you most proud of? Way too many to count, but more than proud of a specific dish, I am proud of trying to be better each day. I love sharing my knowledge with my coworkers and teaching them that the recipe for success is consistency. I think my best dishes always have consistency as an ingredient.

What aspects of your job do you enjoy the most? I really enjoy working with my team, the camaraderie in the kitchen. I also enjoy being able to have contact with the Members during the cooking classes. I really don't see this as a job because I love what I do.

How is the experience of preparing dinners for special events or the cooking classes at the resort? During the cooking classes, I love being able to interact with our Members and guests, getting to know them a little better, and teaching something that

they will be able to take home with them. For special events, we mostly have weddings and it's less interaction but I also love it because it requires my full attention and focus. My mind and my heart have to be prepared to make sure that there's no room for errors. Either way I love doing both.

And the new Private Chef services- how do you like preparing dinner for Members in their own units? I love it, it's phenomenal and I'm glad we're able to offer this. It makes everyone happy!

We've seen you interact on Raintree's social media pages and your Instagram account shows amazing dishes, do you enjoy posting? I do, it's a way to keep in touch with other Chefs and colleagues in Vallarta. It's a personal account and I also include my family. I'm not sure who follows me or if any Members do, but I do enjoy posting about my work.

How do you spend your free time? Do you have any hobbies? The most important thing on my days off is spending time with my family, my wife Adriana and my two kids Paula and Lucca. My personal hobbies are playing tennis, riding a bicycle, and teaching my kids different things.

RESORT PROMOTIONS

CLUB REGINA PRIVATE CHEF SERVICE

AVAILABLE AT LOS CABOS
AND PUERTO VALLARTA

Treat yourself to this unique and intimate experience with one of our chefs as they prepare your meal of choice in the privacy of your room. Whether for a special occasion or 'just because', this is sure to be a delectable culinary experience full of memories and delight!



CLUB REGINA LOS CABOS

Sundays - Fridays | 6:00 pm - 10:30 pm

4-COURSE A LA CARTE MENU
BOTTLE OF WINE
WAITER

\$1620 pesos, plus menu price for up to 8 guests
and **\$270** pesos per additional guest

CLUB REGINA PUERTO VALLARTA

Mondays - Thursdays | 6 pm - 9 pm

4-COURSE MENU
WINE PAIRINGS AND STRAWBERRIES
WAITER

\$170 USD per couple
\$55 USD per extra person

Price in Mexican pesos and includes taxes • Price does not include gratuity and menu Member discount does not apply • This menu is not included in the all-inclusive program • Available in units with kitchenette only • Reservations required with a minimum notice of 24 hours

Price in US dollars and includes taxes • Price does not include gratuity or taxes • Member discount does not apply • This menu is not included in the all-inclusive program • Limit of 6 guests Available in units with kitchenette only

CLUB REGINA LOS CABOS

GOLF SPECIALS



By partnering with **QuestroGolf**, 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 1st, 2018 – May 15th, 2019 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 1:30 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 <small>INCLUDES FOOD & BEVERAGES</small> |
| FORE FOR 4 PROMO RATES PER FOURSOME (AFTER 11AM) | \$660.00 USD | | \$500.00 USD | | \$760.00 USD <small>INCLUDES FOOD & BEVERAGES</small> | |

| 2 ROUND PASS | 3 ROUND PASS | 5 ROUND PASS |
|---------------------|---------------------|---------------------|
| \$370.00 USD | \$510.00 USD | \$800.00 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

Cancellation 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.

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.

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

[HTTPS://QUESTROGOLF.COM/](https://questrogolf.com/)



Experience Fall Travel

It's the time of the year for warm colors, charming landscapes, and fall travel. This season, there are countless exciting destinations to choose from with RCI. Pack your bags for an adventurous sight-seeing trip or lie back and admire the comforting fall atmosphere on a relaxing getaway.*

See it all this fall with RCI.

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.

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

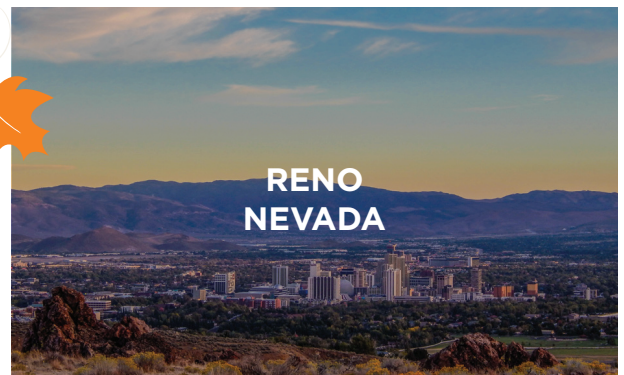
of California. Fla. Seller of Travel Reg. No. ST-26552. Nevada Seller of Travel

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

RCI and related marks are registered trademarks and/or service marks in the United States and internationally. All rights reserved.

9998 North Michigan Road, Carmel, IN 46032

© 2018 RCI, LLC. All rights reserved.

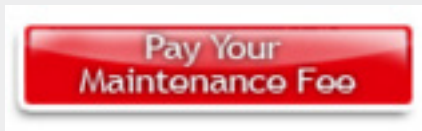


E-STATEMENT ENROLLMENT*

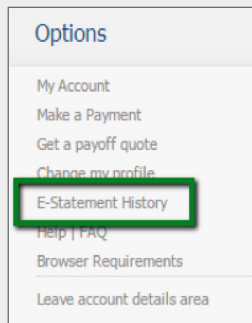
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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"**

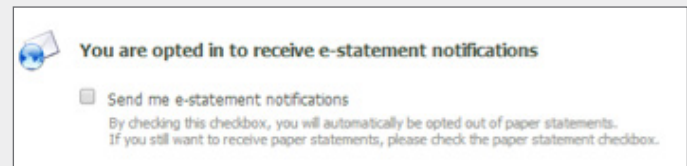


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

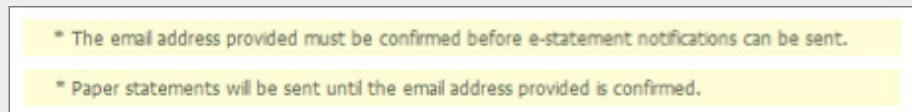


Select the accounts for which you would like to receive E-statements.

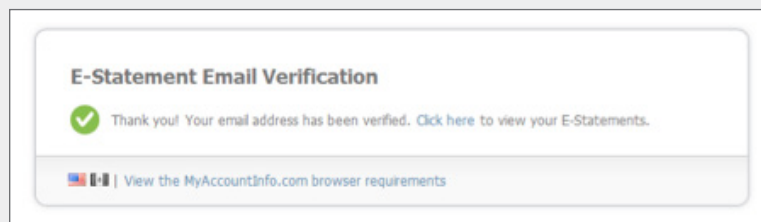
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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*