

# Despite a Pandemic, Sea Turtle Conservation Reigns at Club Regina Cancun

Each year, from May through November, endangered sea turtles instinctively return to Mexico's 6,000 miles of beaches to lay their eggs and continue their species. For guests at Club Regina Cancun, the turtles' arrival offers a rare glimpse at an ancient life ritual, and the chance to play an active role in sea turtle conservation.

Cancun, part of the Yucatan Peninsula which provides many nesting beaches with key nutritive feeding locations, is recognized globally for sea turtle inhabitation and conservation. Club Regina Cancun and other resorts participating in Mexico's Marine Turtle Protection Program are part of one of the globe's most advanced sea turtle protection initiatives. Club Regina Cancun's program has helped the Leatherback, Green, Loggerhead, and even the critically endangered Hawksbill species. Last year, we harvested 172 nests and released over 16 thousand turtles.

This program allows our Members and guests to be witnesses to conservation. They can watch trained Raintree staff recover freshly laid eggs, document the 'clutch', and relocate the eggs to new nests. There the eggs will lay, buried 20 inches down, incubating from 45 to 60 days. Under the staff's protective eye, poachers, birds and other predators are kept away until they hatch. Turtles usually hatch at night and immediately make their way to the ocean to begin their lives, which are believed to be as long as a century old. Unfortunately, though, turtles face many threats related to human activities, and thus Members and guests play an important role by going from witness to ambassador for the sea turtle, spreading awareness on how to respect these great creatures and their environment.

This year our preservation team has faced new challenges. Because of COVID-19, the resort was closed in May, and we did not have enough team members to collect all the clutches at the beginning of the nesting season. Additionally, we did not know if we would be able to include guests in the process this year. Fortunately, our doors reopened in late June and our team took great care in safeguarding the incubation period of the nests we were able to collect.

## IF YOU COME ACROSS A TURTLE DIGGING A NEST OR LAYING HER EGGS, OR A HATCHLINGS EMERGING FROM THE SAND...

- **Do not disturb.** Sea turtles in Mexico and in many areas around the world are federally protected species.
- **Stay quiet.** Whisper, use no flashlights or flash photography, don't smoke, and keep at least 10 meters' distance.
- **Don't touch.** Mothers may get spooked if touched while laying their eggs. Touching hatchlings can spread harmful germs or sunscreen. Don't help the hatchlings to the sea; it may seem arduous, but they've been doing it for more than 200 million years.

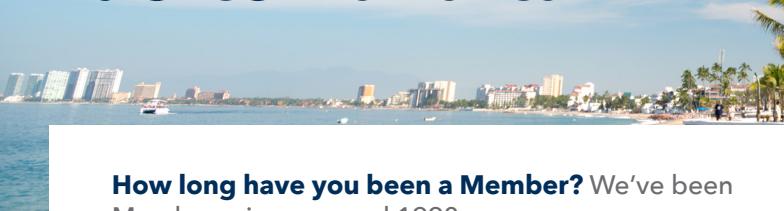


And now that it's time for releases, our guests' favorite part, we have taken social distancing measures to ensure that our Members can still witness this awe-inspiring sight! So you may notice a few differences this year, but you still have time to come be a part of this amazing phenomenon and spread awareness for these great creatures. We are on track to have turtle releases every day in September and maybe even into October- come join us!



## Member Story:

# Verónica Rubio & Family at Club Regina Puerto Vallarta



**How long have you been a Member?** We've been Members since around 1998.

**Which Raintree Vacation Club resorts have you visited that stand out over the years?** We have visited all resorts in Mexico: Puerto Vallarta, Cancun, and Los Cabos. We love traveling with our family.

**How often do you visit Club Regina Puerto Vallarta?** We come about five or six times a year.

**What you look forward to most when arriving at the resort?** We love jumping into the pool. It's the first thing we do.

**Favorite thing about the city?** The Malecon and the beaches Conchas Chinas and Caletas because they are so beautiful. Club Regina Puerto Vallarta was the first place where my husband took me after our honeymoon. It is a very special place to us and to our family.

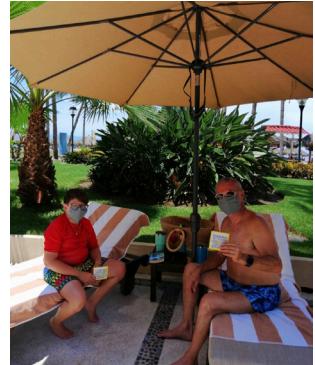
**How has the pandemic changed your vacation experience?** Now, everyone has to take additional measures and precautions. There are some restrictions in some places around the city, but it is still safe if you follow the recommendations.

**Do you feel safe?** Absolutely, the measures help us all to keep safe.

**In what ways have you still been able to enjoy the resort experiences?** The fabulous service- that never changes!

**What activities outside the resort have you been able to do that allow for social distancing?** Taking a walk on the Malecón, the downtown area and surrounding areas.

**For Members who may be uncertain about visiting the resort right now, what advice would you give them?** To visit Club Regina Vallarta. The resort is taking so many precautions and measures, it makes it extremely safe for all of us without being uncomfortable. They exceed the protocols of hygiene and sanitation. Just enjoy and relax, the hotel staff is making sure you are safe!



# RAINTREE'S NEW POLICIES & BENEFITS

Outlined below are some of the areas in which we are working to help you enjoy your Raintree Vacation Club membership once we can travel again and to thank you for being part of Raintree.

## Changing Reservations:

Changes to reservations without any fees or other costs through October 31, 2020 when changes are made at least three days prior to check-in date (subject to availability, differences of the unit size or the season of the year).

## Extension of Points:

The expiration of any points you currently have will be extended for any reservation made prior to April 30, 2021 for any vacation to be made through April 30, 2022.

## Guest Certificates:

The cost for guest certificates is waived for all reservations booked through December 2020.

## Food & Beverage Discount:

Reservations made to the three Club Regina properties with a check-in date prior to April 30, 2021, receive additional 10% food and beverage discount.

## Points Discount:

Reservations booked at Raintree Resorts between now and August 31, 2020 for a vacation to be taken through the end of 2021, will receive a discount equal to 20% of points required for that specific reservation.

## Maintenance Fee Cap:

Our commitment to you is not to raise Maintenance Fees for 2021.



## AND FOR OUR MEMBERS WHO'VE ALREADY PAID OR WILL SOON PAY THEIR 2020 MAINTENANCE FEE

### Bonus Points:

Upon payment of 2020 Maintenance Fees, an additional Points Allotment equal to annual points will be added to your account.

For those with memberships allowing to skip a Maintenance Fee for 2020 or 2021 no additional allotment of points will be made.

Bonus Points will not expire until December 2024 and may be gifted to friends and family.

Biennial Members who do not have a Maintenance Fee due this year will receive the same allotment of additional points equal to points owned on a biennial basis, upon payment of your 2021 Maintenance Fee.

### Free Week Voucher:

A Free One Week Voucher will be given to each Member who pays their 2020 Maintenance Fee by May 31, 2020 or within 30 days of its due date.

The Voucher is good for a one-bedroom unit to be used at any of the three Club Regina's, excluding the holiday weeks.

The Voucher may be used by anyone designated for travel at the same time as Member's own reservation to a Club Regina resort before December 31, 2022.

Another Free Voucher with the same terms will be given when 2021 Maintenance Fees are paid.

### Points Usage Extension:

For those who pay their 2020 Maintenance Fee, Raintree will extend the life of your points received in 2020 until the earlier of the term of your membership or December 31, 2030, whichever occurs first.

When you also pay your 2021 Maintenance Fee, saving points will become a thing of the past, as all annual points received thereafter will no longer expire at the end of your next Use Year, but instead will be valid until the expiration of your membership or December 31, 2030, whichever occurs first.



We hope this flexibility for you to use points over a much longer period of time with no additional charges, along with the other benefits, will be a sign of new flexibility for your Raintree membership and the changes we will develop over time.

**BOOK NOW**

Contact a Raintree Vacation Guide at  
1-800-424-6532, or locally at 317-805-9167





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EXPLORE

## Uncover What's New – And See How It Benefits You

1. Login to [RaintreeVacationClub.com](http://RaintreeVacationClub.com).
2. Go to the 'Alliances' section
3. Click 'Login to RCI'
4. On the RCI member homepage, click 'RCI Exchange Reservations' to browse all of your travel possibilities. Or call **1.800.424.6532.\***

# E-STATEMENT ENROLLMENT\*

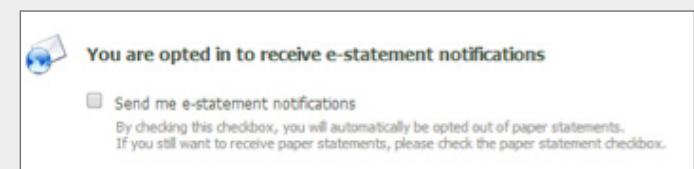
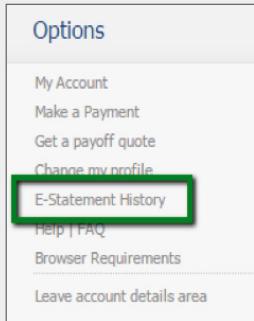
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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.

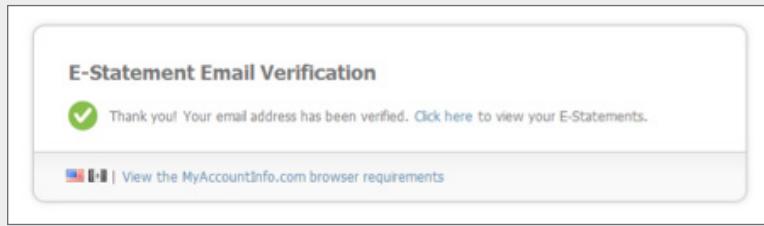
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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