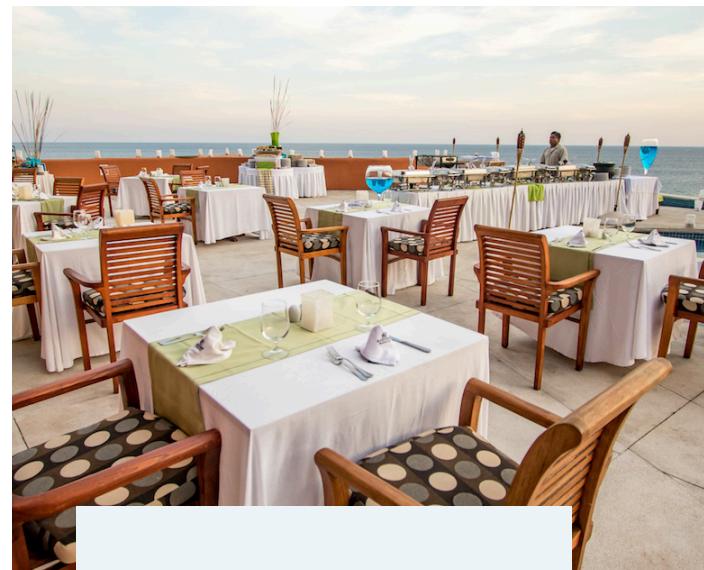


# e-Newsletter

SPRING | MARCH 2022



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# 25<sup>th</sup> Anniversary

# Our Gifts to You!

As we announced in January, 2022 marks Raintree's 25<sup>th</sup> anniversary!

We have loved playing a part in your family's stories for all these years, and we're having a blast reflecting on and celebrating Raintree's 25 years. Join us on [Facebook](#) and [Instagram](#) to connect and share your memories with other members and our employees.

We will celebrate Raintree's official birthday in August, but we are honoring this 'silver' anniversary in various ways all year long. To start, we are happy announce 3 big perks for our members. It is our thanks to you, and hope that it will help create more togetherness with your loved ones!

## 1. Free Guest Certificates<sup>1</sup>

All Guest Certificate fees waived for member reservations booked through the remainder of 2022.

## 2. 25% Off One Reservation<sup>1</sup>

25% discount on one Points reservation when booked by the end of the year to any Raintree Resort.

## 3. Free Week Giveaway Every Month\*

Each month we will hold a drawing for one free week at a Raintree Resort (50,000 Points). Members who have paid their 2022 Maintenance fee or Membership fee on or prior to its due date will be automatically entered into the monthly drawing corresponding to their billing due date. At the end of the year 12 lucky members will have won a free week!



<sup>1</sup>Applies to new reservations created between March 14, 2022 and January 1, 2023

\*Prize given as 50,000 Points. Rewarded points will expire 24 months after issued. Members will only be entered into a drawing for the month their Maintenance Fee/Membership Fee (MF/MF) is due, and only if their 2022 MF/MF is paid in full or a payment plan is setup and is current by the billing due date. If they pre-paid, they will have to wait to be entered until the drawing for month of their scheduled billing due date. Those who do not pay their 2022 MF/MF by its due date will not be entered into a monthly drawing, even if they pay later in the year.



## Staff Spotlight

### Victor Cota

Bellman/Cart Driver at Club Regina Los Cabos

**How long have you been working for Raintree?** 2 years.

**How does your typical workday start?** Preparing my workday, making sure my equipment and radio are with me, and cleaning the carts.

**What do you like most about your job?** Interacting with the guests. I love that we can form lasting relationships with them, especially the members who return year after year. The highlight of my job is when they remember me and my service! I also enjoy the teamwork and daily interactions with my coworkers.

**What's your favorite time of day, day of the week, or season at the resort?** I love the mornings because I can watch the beautiful sunrises; my favorite view is from Tower E. But no matter where you are on site- we have the best sunrises in all of Cabo!

**What are some of your favorite things about living in Los Cabos?** That I can go the beach any day I want!

## MEMBER QUOTES

**"Victor, one of the Bellmen was amazing. Any problem we ran into Victor would be there to help us out. Always willing to go the extra mile. I will say most of the staff that we ran into at Club Regina was just the best!"**

- Terrance B.

**"Victor did an excellent job, he was extremely cordial. His English was easy to understand, and he remembered our names. He did an amazing job and deserves to be recognized!"**

- Andrew C.

**Do you prefer to spend time in San Jose del Cabo or Cabo San Lucas?** Usually San José because it's quieter. I like the Art Walk, I like to walk and see the galleries.

**What are some things you'd recommend to do or try in Los Cabos that most guests might not know about?** Snorkeling in Cabo Pulmo Marine Park. It's one of the best places to snorkel because it is a protected area and fishing is not allowed, therefore, you can see so many species.

**Where did you grow up? How would you describe it?** I was born in La Paz, Baja California Sur, but I grew up in California between Los Angeles and Fresno. It was an amazing experience because I had the chance to study there. I then came back to Mexico in 2002.

**Tell us about your family, what do you like to do together?** I have a beautiful wife and 4 children, 3 girls and a boy, and we love spending time at the beach.

**If you weren't working at Club Regina what other career to do think you'd like to have?** If I didn't work here, I'd love to be a realtor and sell houses. I love interacting with people and I think helping them reach their goal of buying a home would be rewarding.

**What's one thing Members might be surprised to learn about you?** I love to exercise, especially lifting weights. I like to keep a strict exercise plan as well as a high protein diet.



# Member Story

## Monica DeMoulin

Member for 20+ Years

**How long have you been a member of RVC?** We have been RVC members for over 20 years. It's easy to remember because we have an adorable photo hanging in our home of our son as a baby, wrapped in a fluffy white towel sleeping under an umbrella by the Club Regina pool. He's 22 now!

**You've been visiting Club Regina Los Cabos nearly every year for these last 20 years, what makes it unique?**

During these 20+ years, we've traveled to many different places in addition to Club Regina. Our visits to Club Regina are unique because it's so comfortable to return to a place that you know and you love. It's easy to relax when you know your way around, what to expect, etc. Of course there is always something new to discover - a new restaurant or activity in San Jose del Cabo or Cabo San Lucas - to keep things interesting. We've been to other beautiful places, but nothing beats the location of Club Regina Los Cabos, perched up on the hills above the rocky coastline and crashing waves. We just love it there.

**Who do you typically bring with you?** When our children were in school, we always brought the whole family for our visits to Club Regina. With everyone's busy schedules at home, it seemed the only time we could all be together was if we got away! We once brought extended family for a 4-generation family reunion (us, our kids, my parents, my brother and sister-in-law, and even my grandmother!). A few times we came with our friends who are also members and whose kids are the same age as ours. Now that our children are adults, we come just the two of us. And our kids (now in their 20s) come from time to time with their friends.



**Do you have a favorite time of year to go?** Not really. We've come at various times of the year, depending on the kids' school vacation schedules. Now our schedules are more flexible and we can come at any time. We were there for 3 weeks last June, which was wonderful!

**What's your favorite thing to do at the resort?** My husband's favorite activity is sitting on the balcony or on the beach or by the pool, watching the waves and reading. Whale watching (in season). My favorite activity is walking on the beach. But I must admit, I just might be spotted at the pool bar with a cold beer playing Loteria!



and horseback riding tours and renting a surfboard for the day. The glass factory is fun too - we have a wonderful collection of hand-blown glassware at home that reminds us every day of our fun times in Los Cabos!

**Any special memories from your time in Los Cabos that stand out?** Since we have been coming to Club Regina Los Cabos for so many years, it's really the collection of memories that are so special to me. As we look through our family photo albums and see year after year of fun vacation memories, it's clear that it's the cumulative impact of a lifetime of memories that is the most precious of all.

**What has been your experience with the Raintree community- have you made friends with fellow RVC members or**

**Raintree staff?** Our good friends of over 35 years became members after we did, and so we do get to vacation with them at Club Regina from time to time when our schedules permit. And we always enjoy seeing familiar faces when we return year after year. Especially the bellmen and cart drivers, who are always so friendly and helpful! And we were particularly happy to see them again on our first visit after the resort reopened during the Covid pandemic.

**Raintree is celebrating 25 years of creating memorable vacations. How has Raintree made an impact on your family?** When we

bought our first membership with Raintree, one of the things the sales person said that really resonated with us was that we were making an investment in time with each other. That having this membership would ensure we would make that time. And you know what, they were absolutely right! Of course we took other vacations as well, but our RVC membership made it easy to take that family trip to our "Cabo Condo" as the kids called it - every year or so. It provided our family with a place where we could feel at home, relax and have fun together without much planning or preparation.



#myraintree



## Making reservations is easy when you logon to RaintreeVacationClub.com



### 1. Members can make reservations Online before the call center even opens:

Members are able to make reservations up to 365 days prior to check-in, but to make reservations by calling a Raintree Vacation Guide they would need to be sure to call during the call center's scheduled hours. Since inventory is loaded into Raintree's reservations system at 12am MNT daily, Members booking online would have access to this inventory a full 10 hours ahead of Members that are calling in to make reservations! *This is especially valuable to Members who routinely travel on Holiday Weeks.*

### 2. No need to call in and wait on hold:

Any Member who has called to pay their Maintenance Fees in January has had to deal with a longer hold time since everyone is calling in for the same purpose. By logging on to Raintree's Website you can log in and pay your maintenance fee whenever it's convenient for you without the hassle of a long hold time or waiting for business hours.

### 3. Flexibility to plan your vacation on your own time:

Everyone's busy but, Vacation planning should be fun! Booking online through Raintree's website will allow you to relax and plan your amazing vacation on your own time frame. Browse through beautiful Resort photos and exciting activities at your leisure, and when you've decided on that spectacular destination, just click the "Book Now" button and make your reservation!

Happy planning and safe travels!

MEMBER LOGIN

## Spring Events at Club Regina



### Club Regina Puerto Vallarta

#### Thursday, March 17 - St. Patrick's Day

St. Patrick's Day buffet at Inizio restaurant with complimentary drink at dinner.

#### Tuesday, May 10 - Mother's Day

Celebrate mom at Inizio with a 4-course dinner, welcome cocktail and live music from 6 to 8 p.m.

#### Every Tuesday

Barbecue on the terrace of Inizio restaurant from 6 to 10 p.m.

#### Tenampa Pool Bar

Daily happy hour this spring from 3 to 4 p.m.



### Club Regina Cancun

#### Thursday, March 17 - St. Patrick's Day

Join us for a 4-course BBQ themed dinner at Inizio restaurant

#### Tuesday, May 10 - Mother's Day

Celebrate mom all day with our mother's day cocktail and then at a 4-course dinner at Inizio restaurant, all at a special price for moms.

#### Thursday, May 5 - Cinco De Mayo

Join us for a fabulous Mexican theme dinner show and specials on our margaritas.



### Club Regina Los Cabos

#### Thursday, March 17 - St. Patrick's Day

Celebrate this day with a signature drink at the pools and restaurants, and dinner with a special buffet menu at Inizio.

#### Saturday, March 26 - Earth Hour

Join us for a special menu at Altura buffet to honor this occasion.

#### Thursday, April 7 - Beer Day

Special prices on craft beer all day, and on beer buckets at the pools and Altura.

#### Wednesday, April 20 - Mole Festival

Enjoy red mole and black mole during dinner at Inizio.

#### Saturday, May 7 - Signature Ceviche Festival

Black and tropical ceviche at Pool C during lunch.

#### Tuesday, May 10 - Mother's Day

Celebrate with our special plated 3-course dinner menu at Inizio.

# Uncover an Ocean of BIG BEACH GETAWAYS



There are getaways, and then there are beach getaways. The 24-hour fun, warm sands, and daily dose of sun are enough to reset and recharge the best of us. And when you've waited so long to return to travel, you deserve an experience to remember. Here are a few dream big beach getaways to consider as you get back to getting away.\*



## TRY BEACHY KEEN IN FLORIDA

From the **Panhandle** to the **Keys**, beaches of "the Sunshine State" never disappoint. Swimsuits are always in season. Shoes are always an option. Sunrises start the day with a healthy dose of vitamin sea—and evening sunsets wrap you with awe.



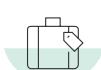
## GO ALL OUT IN OUTER BANKS

When adventure calls, you must go. Just off the coast of North Carolina lies the **Outer Banks**, a 100-mile stretch of barrier islands that offer a welcome relief from crowded cities and overrun tourist spots. These islands offer unlimited adventure and unparalleled natural beauty.



## SEE YOURSELF IN HAWAII

Get ready for picture-perfect beaches and ocean views for days. Visit **Kauai** to enjoy everything from golden sand beaches and bike rides to stand-up paddleboarding and sit-down luau. Consider The Aloha State of **Hawaii** for your next family vacation or romantic getaway.



## LOOKING FOR THAT PERFECT GETAWAY?

It's your getaway—and it's ok to want perfection. Reach out to an RCI Travel Guide and start an Ongoing Search<sup>1</sup> for your next ideal beach destination. Share your must-haves and wish list experiences. RCI will do the work to find that prime spot. You sit back and wait for your dream trip to be delivered straight to your inbox.

So, where to next? Travel is easier than ever as a Raintree member.  
**GET GOING »»**

**HOW TO LOG IN TO RCI**  
**STEP 1:** Log in to [RaintreeVacationClub.com](http://RaintreeVacationClub.com)  
**STEP 2:** Go to the 'Alliances' section  
**STEP 3:** Click 'Login to RCI', or call **1.800.424.6532**

**MEMBER LOGIN**

## Speak to a Raintree Vacation Guide

**1.800.424.6532**

From the United States or Canada

**01.800.667.2711**

From Mexico

**317.805.9167**

For International Calls to the United States

**52.55.5283.0848**

For International Calls to Mexico

**9 am - 8 pm CST**

Monday through Friday

**9 am - 5 pm CST**

Saturday

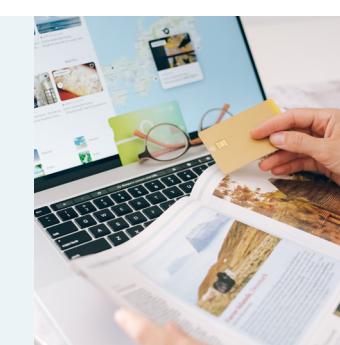
[www.raintreevacationclub.com](http://www.raintreevacationclub.com)



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e-Statements**

**Click Here**



## Send an e-Mail

If you need to contact our corporate office, we encourage you to communicate first by email. Here are the contact emails for our corporate office departments:

### MEMBER SERVICES

[memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com)

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

### CONTRACTS

[contracts@raintreeclub.com](mailto:contracts@raintreeclub.com)

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

### MAINTENANCE FEES

[maintenancefee@raintreeclub.com](mailto:maintenancefee@raintreeclub.com)

Questions about payments or maintenance fee, issues with billing, payment plans and options.

### RAINTREE BLUE

[raintreeblue@raintreeclub.com](mailto:raintreeblue@raintreeclub.com)

Information and assistance regarding this Membership type.

### TRANSFERS

[transfers@raintreeclub.com](mailto:transfers@raintreeclub.com)

Add or remove beneficiaries/other Members due to death or divorce or transfer Membership to a third party.

### TRAVEL CONCIERGE

[travelconcierge@raintreeclub.com](mailto:travelconcierge@raintreeclub.com)

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

## COVID-19 UPDATE

\*These vacations are limited and subject to availability. <sup>1</sup>You may initiate an ongoing search up to two years prior to your desired check-in date by supplying the required information and paying your applicable exchange fee. Any ongoing search that reaches 60 days prior to the last check-in date requested will automatically cancel. Exchange fee may be refunded, provided you are otherwise in full compliance with all applicable exchange program requirements. RCI reserves the right to change these terms without notice. Travel benefits are administered by third party providers under contract with RCI, LLC. RCI, LLC is not responsible for any activities or services provided third party providers. Some restrictions apply. Please visit RCI.com for details. Registration as a Seller of Travel does not constitute approval by the State of California. Exchange: CST: 2046555-50, Fla. Seller of Travel Reg. No. ST-26552. Washington Seller of Travel Reg. No. 602357907. Hawaii TAT Broker ID #TA-023-193-6000-01. RCI and related marks are registered trademarks and/or service marks in the United States and internationally. 6277 Sea Harbor Drive, Orlando, FL 32821. © 2022 RCI, LLC. All rights reserved.

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