

e-Newsletter

SPRING | MARCH 2024





Travel Smart: *Expect the Best, But Plan for the Unexpected!*

Our vacations are precious - they are a time to connect, to disconnect, to create new friends, new experiences, a mental health boost - whatever they are to you, they are worth protecting! What you may not know is that most health insurance plans do not cover medical expenses when you are outside the country. So, whether you have the need for a pharmacy, a family doctor, or an emergency room, you will likely be on your own with all the expenses.

While we hope nothing ever happens to you, Members do have accidents while vacationing with us from time to time. Each incident is assessed by our insurance company to determine if the Raintree policy will cover it. Raintree cannot consider any type of reimbursement until this process is completed, which could take up to several months. Additionally, if the insurance adjuster finds our policy does not cover the accident, then Raintree will not consider reimbursement as well. Because of this, we encourage you to consider purchasing Travel Insurance and Travel Health Insurance any time

you vacation, especially if to another country. Travel insurance offers fairly inexpensive, yet invaluable protection should unexpected impediments come up. Situations like trip interruptions, delay, or cancellations; baggage delays; missed connections; car rental collision; or replacing lost documents can all be included when purchasing travel insurance. And should you become sick or injured abroad, even if your primary health insurance plan provides some coverage, travel health insurance may bridge coverage gaps.

Some travel insurance providers bundle the travel and health components together, while other providers focus only on one type of coverage. A good first place to start is your primary health insurance provider, as many offer international travel health insurance. You can also find a provider through your local travel agent, a trusted news or travel site, or by searching comparison websites that present plans from different providers based on traveler needs, duration of stay, or other variables.

Our Mexican and Canadian Members face similar issues. Since Instituto Mexicano del Seguro Social lacks agreements with foreign insurance providers, Mexican nationals traveling abroad should seek travel health insurance, possibly through the same means and resources we mentioned for US citizens. Similarly, those on Canadian provincial or territorial health plans receive little to no coverage outside Canada, according to their government's [website](#). They suggest travelers inquire about and closely review the terms of travel health insurance before departure.

We believe travel insurance is something all our Members should consider to best ensure that every vacation, at home or abroad, is memorable for all the right reasons!

WHEN REVIEWING DIFFERENT MEDICAL POLICIES, MAKE SURE TO ASK...

- If each of the countries you plan to visit are covered?
- Do standard benefits apply and are pre-existing conditions covered? Is direct payment made to provider, or will I have to pay some expenses out of pocket then seek reimbursement from the carrier? What are the out-of-pocket limits and do limitations, exclusions, or pre-existing conditions apply? Are there activity-based limitations?
- Does the company have an international toll-free number and agents who can help find and coordinate care with medical providers who speak my native language?
- Is medical evacuation and repatriation back to my country included or available as a policy rider? Left uncovered this can cost \$50,000 or more for US citizens, depending on your location and condition. Check your credit card perks, too. Some cover transport, evacuation, and other accident benefits.



Member Story

You're Never Too Old to Create Memorable Vacation Experiences!

This past winter, two long-time members caught up with each other once again at Club Regina Puerto Vallarta. **Mr. Robert Ebner**, 99-years old, and **Phyllis and John Rauch**, 87- and 88-years old respectively, have all made Club Regina Puerto Vallarta their second home for the last 25 years. They meet in the early 2000s as both families spent several weeks at the resort at the same time every winter/spring season. They became fast friends over their shared love of the resort and their love of card games and consider this friendship and the many relationships they've cultivated over the years as one of the true treasures of being a Raintree Vacation Club Member. We caught up with them on their last visit in Puerto Vallarta to learn a little more about their experiences with us.

How long have you been a member of Club Regina?

Mr. Eber: Since 1994

Mr. & Mrs. Rauch: 24 years

What's your favorite thing about vacationing at Club Regina Puerto Vallarta?

Mr. Eber: The friendly and helpful staff, great accommodations, a lot of friendships made over the years with the staff and other guests. And, of course, the weather (when you are from Wisconsin)!

Mr. & Mrs. Rauch: The entire resort is beautiful, and we love the staff and have made friends over the years. We feel very happy to be in Puerto Vallarta because it feels like home.

Do you have any memorable experiences you'd like to share?

Mr. Eber: There have been so many. Celebrating life milestones with our friends and family at Club Regina, our outings to Victors and El Cuello, or just playing cards with my buddies. We also have enjoyed going to the plays downtown, our shopping adventures in downtown PV and walking the Malecon, and many other adventures!



Mr. & Mrs. Rauch: One special memory was when we had our 65th wedding anniversary the room was decorated and they made a cake for us. We were so surprised and touched!

Where are your favorite places to spend the day at the Club?

Mr. Eber: The swimming pool and the beach, and any shady nook to play our favorite card game, Phase 10!

Mr. & Mrs. Rauch: We mostly alternate between the beach and the pools.

Why did you choose Club Regina Puerto Vallarta as your favorite vacation spot?

Mr. Eber: Because we purchased a timeshare ownership and the more, we came, the more we liked it! Again, the friendly staff and our friends who returned every year made it fun to come back every year!

Mr. & Mrs. Rauch: Our children came here and raved about it. We then came and loved it so much that we became members.

Which staff members have stood out to you over the years? Any special comments you'd like to make about them?

Mr. Eber: There are so many to mention!! And I apologize in advance for not naming absolutely everyone! Alberto is outstanding as a manager, extremely friendly and helpful in so many ways! He even calls me once in a while to keep in touch with me! Ramses, Lilliana, Rachel, Ericka, Cesar and, of course, Daniel! And really all of your staff! They are the friendliest and the most helpful and always have a smile on their faces!

Mr. & Mrs. Rauch: All staff members are very helpful and friendly. Alberto is an excellent manager, and Erica and Cesar are very helpful to us also. As always, we were welcomed back by all staff members who do their best to make us feel at home. We cannot say enough about their kindness shown to us and we are very thankful!

#myraintree
  

Staff Spotlight Claudett Contreras

"Reservations Supervisor"
at Club Regina Cancun

How long have you been working for Raintree?

I have been working for Raintree Vacation Club in Cancun for 8 years. I started as a reception cashier in 2016, then in 2019 I was promoted to my current position as the Reservations Supervisor.

What do you like most about your job?

I really like talking to our guests, getting to know them, and catching up with what they have been doing. What gives me the most pleasure is that they remember and know me every time they return to the resort, that is what motivates me the most every day!

What's your favorite time of day, day of the week, or season at the resort, and why?

My favorite season is December, Christmas, and New Year's because it is a beautiful time to spend time with our guests and also with my coworkers.

What do you like most about living in Cancun?

What I like most about living in Cancun is that it is a tourist area with so many natural riches and places to visit. Places like the cenotes, there's one in particular that it's amazing called Eden, and I always recommend visiting Xelha, a very beautiful natural water park.

Where would you take out-of-town friends/family to entertain them when they visit?

I would take them to the beach, go on a snorkeling tour, or just sunbathe while indulging in a delicious meal!



Where are you most likely to be found on your off days?

In my free time I like to go out with my friends, but most of my time is spent with my daughter, Romina. We enjoy eating out or going to the movies.

Do you have any special hobbies that you enjoy?

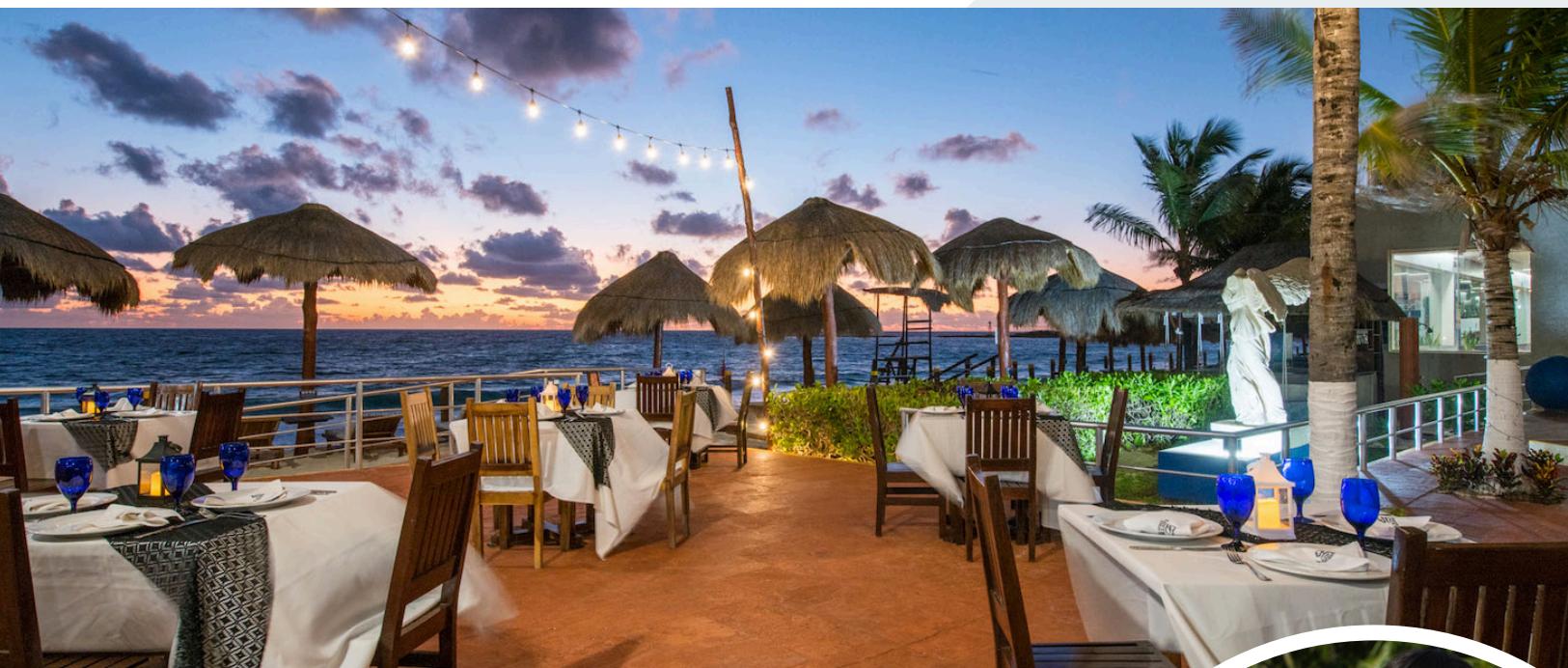
Yes, I play American football! I'm on a team and I really enjoy playing during certain seasons of the year. My favorite position to play is center line or right tackle. I also really like watching Korean TV series, that's another one of my favorite pastimes.

What's one thing our members may be surprised to learn about you?

I never thought I would get to where I am. Thanks to the teachings of my boss and the help of my colleagues, I am what I am now. I am a single mother with a beautiful 6-year-old daughter named Romina, and she is the driving force that motivates me to continue day by day. I love my job and knowing that our guests can experience an extraordinary vacation with us.



Spring Events At Club Regina



CLUB REGINA CANCUN

March Tastings

Join us at Inizio every Tuesday at 1pm for wine tasting, and every Friday at 4pm for tequila tasting

Sunday, March 17th - St. Patrick's Day

Celebrate the Irish with our special green drink, the "Electric Lemonade", served all day for \$75 pesos

Holy Week, March 24th - March 30th

Join us this week and enjoy a different food and drink promotion each day

Tuesday, April 30th - Día Del Niño (Children's Day)

All week long, children get promotions on various food and drinks at the resort

Friday, May 10th - Mother's Day

Join us at Inizio for a special set dinner menu to honor all the moms in our lives



CLUB REGINA PUERTO VALLARTA

Sunday, March 17th -

St. Patrick's Day

Get in the Irish spirit with our special St. Patty's cocktail served at our Tenampa pool bar

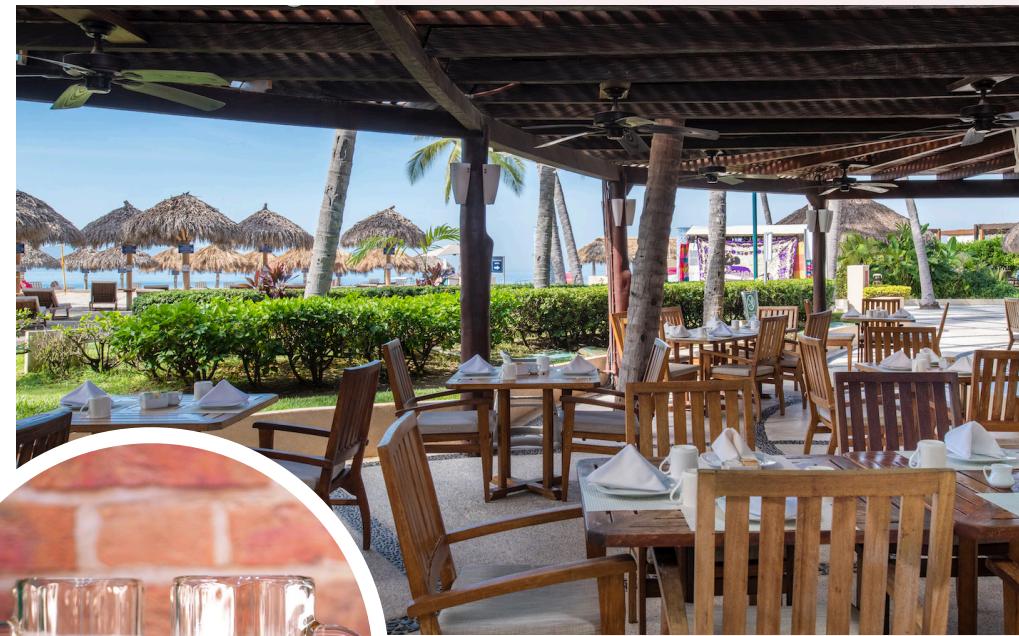
Holy Week, March 24th -

March 30th

Join us at Tenampa all week for paella, fish zarandead, coco loco drinks, and aguachiles cart service

Friday, May 10th - Mother's Day

Join us at Inizio to celebrate the moms in our lives with a special dinner buffet



CLUB REGINA LOS CABOS

Sunday, March 17th - St. Patrick's Day

Celebrate this cultural holiday with a special menu and plenty of green attire

Saturday, March 23rd - Earth Hour

Join us for a special buffet to honor the spirit of this occasion

March Pizza Promo

Every Friday in March, visit Altura for a special on our delicious wood fired pizzas

March Chef's Menu

Join us at Inizio every Wednesday in March for a unique dinner menu created by our head chef

April Theme Nights at Inizio

Join us every Sunday for Lobster Night, every Thursday for Taco Night, and every Saturday for our delectable Ceviche Night

May 10th and 12th - Mother's Day

Choose either day (or both!) to celebrate mom with our special 3-course dinner menu

Aguachiles May Special

Every Thursday in May, come to Altura to experience a variety of fresh aguachiles

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



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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

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

CONTRACTS

contracts@raintreeclub.com

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

MAINTENANCE FEES

maintenancefee@raintreeclub.com

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

RAINTREE BLUE

raintreeblue@raintreeclub.com

Information and assistance regarding this Membership type.

TRANSFERS

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

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



If you would like to speak directly to a Raintree Vacation Guide, please call 1.800.424.6532 from the United States or Canada, or 01.800.667.2711 from Mexico. For international calls to the U.S., dial 317.805.9167. For international calls to Mexico, please call 52.55.5283.0848. The call center's hours of operation are: 9 a.m. to 8 p.m. CST Monday through Friday and 9 a.m. to 5 p.m. CST on Saturday.

In 2023, you discovered new travels and new benefits.

LET'S LOOK AT EVERYTHING YOU DID.



3 MOST BOOKED DESTINATIONS

Orlando
Las Vegas
Cabo San Lucas



288 EXTRA VACATIONSSM GETAWAYS



212 Hotel Stays



ALL NEW EXCHANGE PLUS

In October, we launched Exchange Plus*, the newest option to combine Points with cash to book destinations and dates previously harder to find.



Where will 2024 take you? Login and explore today.

How to Log In To RCI

- Step 1: Log in to RaintreeVacationClub.com
- Step 2: Go to the 'Alliances' section
- Step 3: Click 'Login to RCI' Or Call **1.800.424.6532**

*Exchange Plus vacations require an exchange fee ranging from \$399-\$1,599 USD/\$580-\$2,333 CAD and 30,000-50,000 Points depending on unit tier. Extra VacationsSM getaways prices are based on a seven-night stay. You won't have to exchange your vacation week or points. RCI Travel hotel stays are available to RCI® subscribing members only. For RCI Travel Terms and Conditions visit RCITravel.com. Points Protection is not insurance. Exchange fees are not covered. Exchange Plus will refund points and may refund booking fee dependent on time of cancellation based on booking rules. 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-36515. Washington Seller of Travel Reg. No. 602560941. Hawaii Seller of Travel Reg. No: TAR-6309. Hawaii TAT Broker ID #TA-023-193-6000-01. 6277 Sea Harbor Drive, Orlando, FL 32821. RCI® and related marks are registered trademarks and/or service marks in the United States and internationally. All rights reserved. © 2023 RCI, LLC. All rights reserved.

