

# Welcome Parties

## AT CLUB REGINA

"We enjoyed last's night music. Everyone we talked to did too, including the drink and appetizers. We are getting spoiled with the weekly music entertainment!"

-Member, Donna F.



If 2020 has taught us anything, it has shown us the importance of community. And thus one of our goals for 2021 is to engage with our Members more. One way we are doing this is by implementing Welcome Parties at our 3 Club Regina resorts during high season. These weekly parties are a great way to get to know the staff, what's happening at the resort that week, and to mingle at a safe distance with the staff and other Members/guests all while enjoying some refreshments and entertainment.

The music and activities will be unique to each location, but each resort will rotate the entertainment offerings each week so you can get a variety of local culture if you have a multi-week stay. In February we featured pre-Hispanic dancers, a mariachi band, a trio band, a guitarist, a pianist, and more!

Come for the hors d'oeuvres, entertainment, and information, but stay for a pleasant evening getting to know your fellow Members and staff! It's our thank you for choosing to vacation with us.



*"Thanks for the party. Very, very nice. It looked like everyone had a good time. We enjoyed it very much!"*

-Member, Stanley F.



### Welcome Parties

**CLUB REGINA CANCUN**  
Mondays at 5:30pm - 6:15pm  
At the pool area

**CLUB REGINA PUERTO VALLARTA**  
Tuesdays at 5pm - 6pm  
Locations vary, check with front desk

**CLUB REGINA LOS CABOS**  
Mondays at 5:15pm - 6:00pm  
At the Altura pool deck



## Member Story

# Margie Henry at Club Regina Los Cabos

**How long have you been a Member, and how often do you go to Club Regina Los Cabos?** I have been a Member for 9 years. We typically come to Cabo in January (for the whales) and late October.

**Who do you typically travel with?** When we come, typically it's my husband and myself, another couple of friends, or we do bring our family. We love getting the two bedroom grand suites. This allows us privacy in our own bedroom as well as a kitchen and living area to enjoy our family times together.

**Favorite thing about the city?** I find that the friendliness of everyone here at Club Regina and down at San Jose del Cabo is something consistent that constantly brings us coming back.

### What do you look forward to most when arriving at the resort?

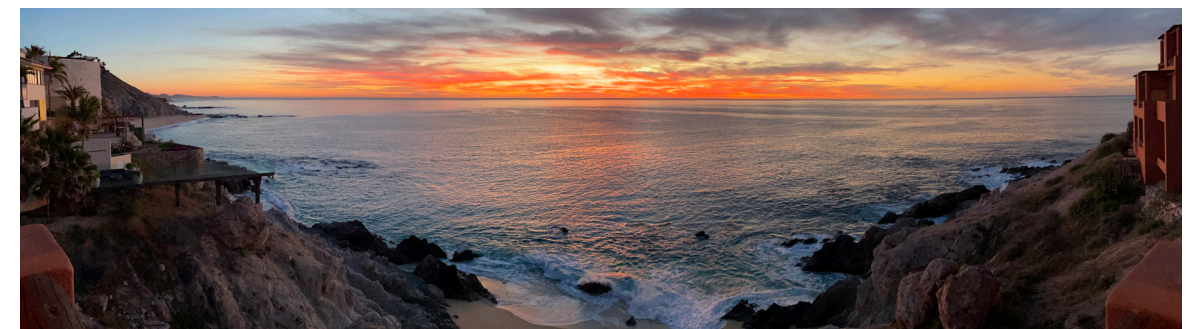
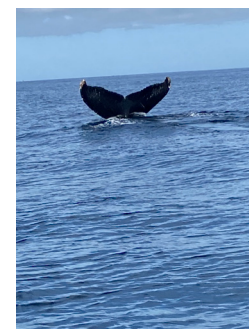
The pool guys and bartenders are absolutely the most amazing young men I have ever had the privilege to meet- not only do they remember your name immediately but they also tend to remember what you like to drink. As soon as I arrive I am welcomed by one of Club Regina's bartenders and my Gray Goose soda lime is sitting in front of me!



**What's your favorite meal or drink at the resort?** At Inizio, the chef prepares the most beautiful blackened seabass with sweet potato purée that I have ever had. His rendition of Al Pastor is wonderful and you can always ask the chef, who is most accommodating when he comes out, to prepare something to your specifications.

**How would you describe the staff?** As I mentioned earlier, the staff here is absolutely amazing. I remember bringing my daughter here the first time, and in her bedroom, the housekeeping had made a heart and in the heart said 'welcome home Erin'. That made her feel so welcome. Olivia, the GM here is one of the most compassionate and helpful individuals that I have had the pleasure of knowing. Her demonstration of how she treats her employees comes through and we as guests are able to see that. So thank you Olivia. I would like to say a special thank you to Jordy our fabulous bartender, Xavier, Jorge, Alexis and Jose, the cart guys who logged many miles taking me to Pool C and the Westin. You are all loved! I would be remiss not to mention the fabulous Alfredo "fettuccine" our wonderful activities director. He has so much energy and is always willing at any time in the day to do an activity if a few people are interested.

**A special memory at the resort?** My most memorable and exciting thing is walking into Club Regina at the check-in desk and looking in the lobby there at the openness of the sea of Cortez. I remember my first look at that view and when I saw a baby whale completely breached, that sold me on this location.



**You've stayed with us more than once in the last 6 months, can you tell us about your experience at the resort during the pandemic?** We came for the first time during the pandemic at the end of October 2020. After being home for several months we really just wanted to get away to what we call our home away from home. I have noticed their changes and those that are working have made it a most enjoyable trip. We decided to come back January and are here for a few weeks. To those that are here working- thank you from the bottom of my heart, you welcomed my brother and his wife as if they were friends of yours from a long time ago. That meant so much to me, and it meant a lot to them as they could not wait until they could come back and see their new friends here at Club Regina!

**Did you take advantage of our new on-site Covid testing services (that helps our Members comply with the new CDC requirement for international flights to the US)?** I did not need the test because I had tested positive in November. Instead, I had to show my positive test results and a letter signed from my physician stating I had fully recovered and was well to travel. However my girlfriend who was traveling with me got tested and everything went perfectly! She received her results within four hours and was so happy that Club Regina printed out the form for her to take to the airport. It was a very easy procedure. I strongly encourage everyone to continue to travel to Mexico, and in specific to Club Regina!





## Staff Spotlight

### Ana Jacqueline Dzib Cupul

Food & Beverage Captain at Club Regina Cancun

#### How long have you been working with Raintree?

Since 2014. I actually started at Club Regina as a college intern. After, I was offered a position in the kitchen, then I moved into service as a waitress. After a while, my boss encouraged me to apply for the F&B Captain when the position came open. I was nervous because it was a lot of responsibility, but the whole team supported me, and after a detailed training period I was officially named for the position about 3 years ago.

**What does an F&B Captain do?** I have many responsibilities including assisting the F&B Manager in administrative duties and making sure both the staff and area have what they need to provide excellent service. But I believe that my main function is to ensure the satisfaction of our Members, that all our services offered during their stay exceed their expectations so that they leave happy and eager to return.

**What's your favorite part of the job?** The interaction with the Members and making sure they want to return year after year because of the staff's friendliness, warmth, and service. I also like that there's something new to learn every day- be it from the job, my colleagues, and even our guests!

**Tell us about a "best kept secret" of the resort?** We have amazing views of sunrises on our beachfront and the sunsets over the lagoon are the best!



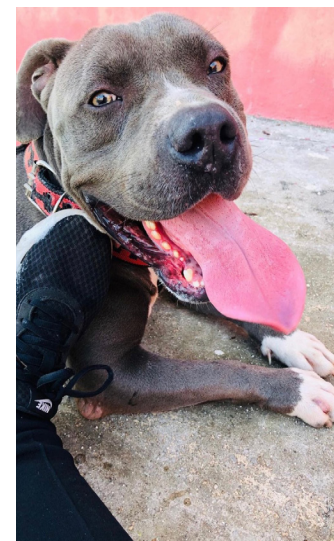
#### What do you like most about living in Cancun?

That I have my family and friends close by and the unbeatable beaches.

**What activities do you enjoy doing in Cancun that allow for social distancing?** I really enjoy going swimming in the Cenotes and lagoons; I like to try new ones or visit sites that few know about.

**Considering these unusual times, what have you learned about yourself over the past year?** Lots! I've learned to be more grateful, and to value the people I love. To not plan so much because there's no guarantee that those plans will happen, instead to enjoy the present and take advantage of the opportunities that life puts in front of you.

**Where did you grow up? What was it like?** I'm proudly a Yucatan native from Valladolid. It's a magical and wonderful town- colorful, packed with culture and tradition, delicious food, and beautiful people. But most of my life I've lived in Cancun, so I grew up here and I love it just as much. There's no other place with these beaches and landscapes.



**What do you like to do in your free time?** These days I really enjoy exercising, studying, cooking for my loved ones and enjoying their company, watching rom coms, playing with my pet, and occasionally going for a swim.

**What's one thing Members might be surprised to learn about you?** Not sure they'd be surprised, but I've been studying Korean for a little more than a year. I'm waiting for this pandemic to be over so I can complete my studies in Seoul, South Korea.

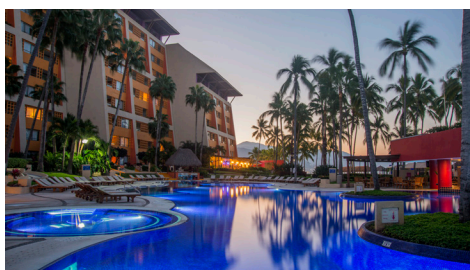




## On-site Covid Testing at Club Regina Resorts

"A big shout out to all of your team at Club Regina. They clearly go overboard on covid safety, and the process for getting our Covid test before coming home was super easy. Everyone on sight was wonderful during our stay. I am doing my best to promote more people heading your way, as more should be enjoying fun in the sun with you!"

-Member, Brenda M.



New Federal Order from the CDC:

### Requirement of Proof of Negative COVID-19 Test for All Air Passengers Arriving into the US

#### Overview of the Order (for full details: [see the CDC's FAQs](#))

- Effective January 26th, 2021, the CDC requires airline passengers to show proof of a negative COVID-19 test or recovery from COVID-19 before boarding an international flight to the US. This includes visitors, citizens and legal residents ages 2 and older bound for the United States.
- Travelers must get a viral test (antigen tests or NAAT) within 72 hours of their departure and bring paper or electronic proof to the airport. Those who have tested positive for the virus within the past three months before travel can bypass the test requirement if they bring official proof they have recovered from the virus and are cleared to travel by a licensed healthcare provider or health official.
- All airlines, public and private, are required to enforce this order. Passengers without negative test results or proof they have recovered from COVID will be denied boarding.
- Having received the COVID-19 vaccine does not exempt you, it applies to all US-bound airline passengers regardless of vaccination status

#### In response, our 3 Club Regina resorts now provide On-site Covid Testing Services (FAQ):

##### When will testing be available and how do I sign up?

On-site testing will begin January 21st. Guests can register upon arrival at the resort with the Hospital who will be administering the tests at resort. An appointment will be confirmed for each person registering based on their departure date to ensure both the test and results will be available within the required 72 hour timeframe prior to departure.

##### What type of test will be administered on-site?

The test provided at the resort will be the Antigen (rapid test).

##### What is the expected cost of the on-site test?

Currently, the rapid tests will be administered by the Hospiten (local hospital) medical team and the cost per test will be \$28 US plus tax if paid by credit card at the front desk. If a guest does not have a credit card on file with the front desk, the cost is \$50 plus tax and must be paid directly to the company administering the test.

##### How long does it take to get results?

We have been told results will be available within 24 hours.

##### How will test results be made available?

Guests can choose to receive test results via email or printed copy.

##### What if Member/guest prefers the PCR test, will that be available?

This test will not be available at the resort, but the Hospiten medical group offers the test at their hospitals. We can also provide you a list of additional local places the test is available. The cost will vary based on the lab or hospital you choose.

##### What happens if a Member/guest has a positive test result?

Anyone testing positive will need to remain quarantined at the resort under medical care until they demonstrate a negative test result. Costs associated with such actions will be at the member or guest's expense.

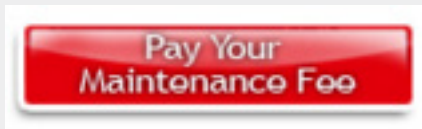


# E-STATEMENT ENROLLMENT\*

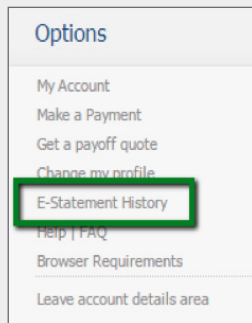
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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://raintreevacationclub.com) using your personalized credentials and click on **"Pay Your Maintenance Fee"**

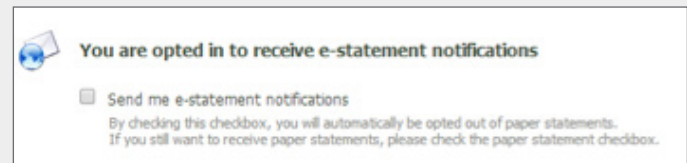


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

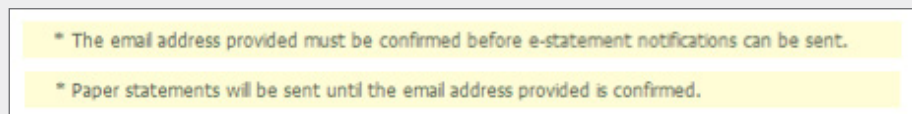


Select the accounts for which you would like to receive E-statements.

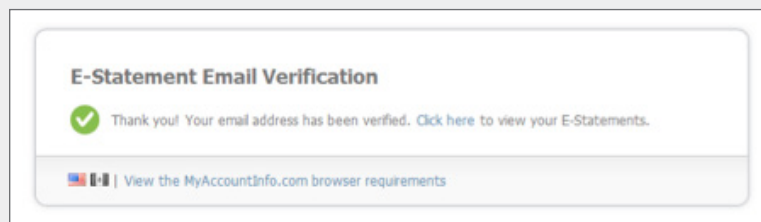
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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](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*





# *Dream Big.* **TRAVEL BIGGER.**

Life is short and your travel options are nearly endless. Start planning your next dream getaway by creating a bucket list of your favorite destinations. From adventures that are only a car ride away, to beautiful beaches across the globe, the world is big and your imagination has no limits.

## **GO ALL IN**

There are vacations. And there are all-inclusive vacations\*. A getaway where crave-worthy eats and nearly endless entertainment are all included. And all-out awesome. Dream-worthy destinations and unforgettable experiences await—it's all yours with all-inclusive vacations. Just pick your destination. Pack your bags. And leave the stress at the door. It's your time to go all-in on vacation.



## **START PLANNING WITH RCI**

STEP 1: Log in to:

**RaintreeVacationClub.com**

STEP 2: Go to the '**Alliances**' section

STEP 3: Click '**Login to RCI**'

Or call **1.800.424.06532**



Participation in the RCI Points® program as a Raintree member requires an additional fee after the first year of membership. \*These vacations are limited. Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only accommodations and specifically excludes travel costs and other expenses that may be incurred. Taxes, additional fees and charges may apply. All-inclusive resorts may charge a mandatory all-inclusive fee. Promotional discounts and offer may not apply to all properties. Other restrictions may apply. Offer void where prohibited by law. All prices are based in U.S. dollars (USD). 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. Exchange: 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. Washington Seller of Travel Reg. No. 602357907. Rental: CST: 2081369-50. Registration as a seller of travel does not constitute approval by the State of California. Fla. Seller of Travel Reg. No. ST-36515. Washington Seller of Travel Reg. No. 602560941. RCI and related marks are registered trademarks and/or service marks in the United States and internationally. All rights reserved. 6277 Sea Harbor Drive, Orlando, FL 32821. © 2021 RCI, LLC. All rights reserved.