

e-Newsletter

SUMMER I JUNE 2023



RAINTREE
VACATION CLUB

Tips & Tricks:

Important Reminders About Your Membership

At Raintree we are honored to provide you and your families with extraordinary vacation experiences. As we head into the summer, here are some helpful reminders for making the most of your membership.



12-Month Payment Plan for Maintenance Fees: Raintree Vacation Club has appealing payment plans available to make paying your Maintenance Fees that much easier! A 12-month payment plan is available to Members who call a Raintree Vacation Guide or log online 4 months prior to their due date. After that date, payment plan lengths can vary. Please contact our Vacation Guides at 1-800-424-6532 or 317-805-9167 to set up a payment plan or to make a payment in full.

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 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.*

No penalty Cancellations: Members have the option to cancel a reservation with no penalty up to 45 days prior to their check in date. This allows members to book a reservation and take time to book flights or make plans with friends and family without the fear of losing the points if they need to cancel or rebook closer to the date. *Cancellation after 44 days prior to the date of check-in will be subject to fees to receive a points reimbursement.*

Bonus Points Expiring Soon: Members were given Bonus Points due to the Pandemic and for paying their 2023 maintenance fees early or on time. Please remember that these points will be expiring on December 31, 2024. Please contact our Vacation Guides at 1-800-424-6532 or 317-805-9167 or login online to make reservations and use the points up before they expire!

Travel Concierge Department: Raintree’s Travel Concierge department is there to assist Members in booking transportation to and from the airport, setting up celebrations while at the resort, and with questions that you may have about the resorts before you check in. Please feel free to send an email with any questions that you may have to travelconcierge@raintreeclub.com.



Use Caution when Anyone Contacts you about your Membership: Timeshare clubs are highly susceptible to solicitors, and some even claim to be Raintree or to be affiliated with us. Raintree is not affiliated with nor endorses any reseller or rental company. Our Member Services and Corporate teams only use emails with the domain name of “@raintreeclub.com” or “@raintreeresorts.com”. If ever in doubt of who is contacting you, never give account info or click on links, but call a Raintree Vacation Guide directly or email us at memberservices@raintreeclub.com to inquire about or manage your account.



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Member Story: Andrea McClellan and family at The Miners Club

We visited The Miners Club for the first time last summer and we are very excited to return again this July. We love the outdoors and really enjoy being outside in the cooler summer temps. We were there for the Fourth of July and enjoyed all the festive activities- it was so fun and patriotic!



We also love all the water sports nearby and the Olympic Park, the resort is in a prime location. When we arrive this year, I am most looking forward to seeing the beautiful views again. I'm also looking forward to just sitting by the resort's pool and barbecuing- we love to barbecue steak while drinking a glass of wine!

Thank you, Miners Club, for being a fantastic retreat and our family's newest home away from home!

#myraintree



Staff Spotlight

Jesus Rosado

Room Division Manager at Club Regina Cancún

How long have you worked at Raintree?

I have been working at Raintree for 13 years. I started as a Reception manager and then I had the opportunity of taking on more and more responsibilities until I got promoted to Room Division Manager in 2018.

What are your responsibilities as the Rooms Division Manager?

My main responsibility is to ensure that members and guests are satisfied with the rooms and entertainment of the resort. I oversee the housekeeping, common areas, activities, reception, reservations, and the bellboy departments, and I am there to make sure our teams are fulfilling their responsibilities according to our service standards. I am also involved with budget monitoring and action plans to achieve set goals. Essentially my job is to ensure our teams offer excellent service with a positive attitude and that our guests have a wonderful experience.

Is there an aspect of your work that people would be surprised to learn about?

I have been in almost all the hurricanes in Cancun, from Gilbert in 1998 to the most recent one in 2020. I remember Wilma (2005) in particular because it was the most devastating and many hotels had to close for months. Many staff had to be transferred to other locations in Mexico and even in other countries. It was in this chaos I had the opportunity to step into a better job position and learn all about customer service, and I found I really liked it, and it is what ultimately led me to Raintree. That's why I always try to have a positive attitude no matter the situation- since even in disasters, great opportunities can arise!

What is your favorite thing about your job?

I really enjoy talking with our guests and exchanging opinions about our cultures as well as the places they come from and their customs. I like sharing experiences that I've had in different places I've visited and help them visualize it so they can have a better experience.

Where's your favorite place to be in the resort?

The area with the palapas and loungers that face the beach. It is a very relaxing place to enjoy the breeze and the beautiful colors of the sea!

What would you recommend to someone visiting the resort for the first time?

To come ready to enjoy the beach and the sea, we are so privileged of having such beauty. I'd also suggest to try all the delicious local foods and to just let us pamper them with our Raintree hospitality.

What makes Raintree Members different from other guests?

Our members are wonderful people who show us their love every time they visit us. They make us feel like part of their family and we are all very grateful for trust they put in us as their hosts. I have had so many wonderful memories with many members over the years. We have shared special occasions like anniversaries, birthdays, dinners, special events, or even just playing on the beach together! They make us feel appreciated and they always remember us when they return. That makes us feel very special, and the feeling is mutual!

What do you like most about living in Cancun?

What I love the most about living in Cancun is the beautiful natural landscapes - the beaches, the sea - and the great diversity of cultural places we have around the area. But above all, I love living with a community that values kindness and service which makes it a very pleasant place to coexist!

If you weren't a manager at Club Regina, what other career might you have liked to have?

Possibly I would have dedicated my life to snorkeling and fishing. But honestly, I really enjoy what I do, it is really fulfilling and motivating to work in a hotel right in front of the sea. Some members have even asked us before they leave if we're hiring so they too can stay! (Hahaha).

Tell us about your family.

My family is my wife, Merly, who is a nurse, and my two daughters: Silvana who is studying International Business, and Sofia who is studying Sustainable Tourism. Both are going to university. My wife is from Merida and my two daughters were born in Cancun.

How do you like to spend your free time? Do you have any hobbies?

Yes, I love to go snorkeling in the coral reefs, which by the way, the one closest to Club Regina Cancun is really quite incredible and has a large number of species! I also enjoy music and watching movies.

What is something our members might be surprised to know about you?

Maybe that the first time I came to Cancun, I was 7 years old in 1978, and there were so very few hotels at the time; it was practically an island. In 1982, I came back with my parents to live. I have been many times to the coral reef close to Club Med, which is now Club Regina Cancun, but back then it wasn't even built. I could never have imagined that I would end up working on the very same beach that I used to love so much!



Member Alert

We recently became aware that individuals who hold themselves out to be Raintree employees through use of Raintree logos and the email “**memberservices@raintreeclubcorp.com**” have contacted Raintree Vacation Club Members about paying their maintenance fees. These individuals provide bank information to an account they control, so all payments made actually go to them. Please be aware that these individuals and this email address are in no way associated with Raintree Vacation Club, and that you should not engage with them whatsoever if you are contacted.

Please note that our member services email addresses all use the domain name “**@raintreeclub.com**” or “**@raintreeresorts.com**” and never “**@raintreeclubcorp.com**”. If you are ever contacted by any individuals using the email address listed above, please use extreme caution and forward the email you received from “**@raintreeclubcorp.com**” to memberservices@raintreeclub.com.

As a general reminder, we strongly urge our Members to use extreme caution when contacted by individuals or companies who contact you concerning your timeshare and offer to assist you or make claims that seem too good to be true. Despite having professional-sounding salesmen and websites, many of these individuals and companies are not legitimate. When contacted by anyone offering to sell, rent, dispose of, or assist you with your timeshare, please be aware of the following warning signs:

- Unrealistic rental or sale prices for your timeshare
- Payment of upfront fees, such as taxes, transfer fees or prepaid maintenance fees, usually via wire transfer or cashier’s check, which will be reimbursed at closing
- Claim that the entity/individual is affiliated/employed with Raintree Vacation Club
- Use of the name and trademarks of Raintree Vacation Club (“RVC”) or Club Regina on an entity’s website, emails or written materials (RVC does not endorse or is affiliated with any reseller or rental company)
- Request for your RVC username and password or for a limited power of attorney concerning your timeshare

Rest assured that RVC has implemented technical, administrative, and physical safeguards to protect our members’ personal data.



At Club Regina, we offer a wide range of free activities for our guests to enjoy. From our entertaining welcome parties to coffee & tequila tastings to karaoke, there’s something for everyone.

Our fun, knowledgeable staff is always on hand to help you plan your day and make the most of your stay. So, come and take advantage of all the fun and excitement that awaits you at Club Regina!

Some of our activities include:

**Club Regina
Los Cabos**

- Welcome Party
- Karaoke
- Coffee Tasting
- Tequila Tasting
- Wine Tasting
- Live Music

**Club Regina
Cancun**

- Welcome Party
- Karaoke
- Stretching
- Bingo
- Water Aerobics
- Beach Soccer

**Club Regina
Puerto Vallarta**

- Welcome Party
- Karaoke
- City Tour
- Water Aerobics
- Tequila Tasting
- Treasure Hunt
- Bingo

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Father's Day

AT CLUB REGINA

50% OFF

Margaritas & Domestic Beers All Day

Magic Breeze | Club Regina Puerto Vallarta

Special Prices

On Beer Buckets and Chips & Guacamole All Day

+ Special Four-Course Dinner

Inizio Restaurant | Club Regina Los Cabos

June 18th



Clericot

Drink Special

AUGUST 5 - 19
\$149 MXN Per Person

Available during dinner service at Inizio Restaurant

CLUB REGINA LOS CABOS



Tenampa Pool Bar Special

Paella

EVERY WEDNESDAY
\$325 MXN Per Person

CLUB REGINA PUERTO VALLARTA

CLUB REGINA CANCUN

Summer Theme Night Specials at Inizio Restaurant

ITALIAN NIGHT Sundays: \$740 MXN Per Person	TEX-MEX NIGHT Fridays: \$599 MXN per person
MEXICAN NIGHT Mondays: \$599 MXN per person	MEAT LOVER NIGHT Saturdays: Price varies by chosen protein
GRILLED SURF & TURF Wednesdays: \$599 MXN per person	



4th of July

AT CLUB REGINA

Special Dinner & Celebration

Inizio Restaurant | Club Regina Cancun

'Blue Margaritas' for \$149 MXN
Festive Dinner + Raffles & Prizes

Inizio Restaurant | Club Regina Los Cabos

Beer Bucket + Buffalo Wings
for only \$350 MXN

Tenampa Pool Bar | Club Regina Puerto Vallarta



On Wednesday, June 14th, celebrate **FLAG DAY**, all day, with our special cocktail:

"Miami Vice USA"

For only **\$195 MXN** at all Pools at Club Regina Los Cabos



Summer Theme Night Specials at Inizio Restaurant

WOODFIRE RED SNAPPER NIGHT
Sundays

BYOW (No corking fee!)
Thursdays

PASTA & WINE NIGHT
Fridays

CLUB REGINA PUERTO VALLARTA



Beer Day

Special price on all **CRAFT BEER**
ALL DAY | RESORT WIDE

AUGUST 4

CLUB REGINA LOS CABOS



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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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

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

travelconciierge@raintreeclub.com

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



4 MUST-SEE
NATIONAL PARKS

You can't go wrong choosing a national park to visit, but this quartet dramatically demonstrates how widely the wonders of nature vary as you travel across the U.S. They've been called the best idea America ever had — a way to preserve and protect the country's special places for all to enjoy and explore. Yellowstone was the first, authorized in 1872, and New River Gorge the latest, added in 2021. In all, 63 sites carry the National Park designation, and you'll find them in 30 states and two U.S. territories. All are worth a visit, but four parks stand out for their sheer size and distinctive natural delights: Grand Canyon, Glacier, Great Smoky Mountains, and Shenandoah.



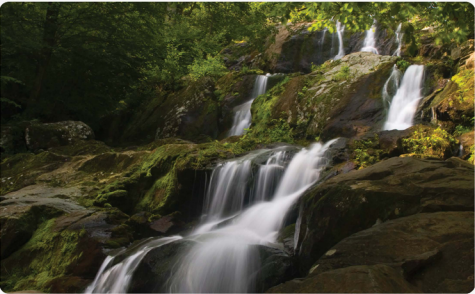
GLACIER
NATIONAL PARK

Prehistoric ice rivers carved out the mountain ranges in this region of Montana that Native Americans called the Backbone of the World. Established as a National Park in 1910, Glacier features about two dozen of its namesake ice masses, plus alpine meadows, waterfalls, and 700 lakes. Though few roads traverse the park's 1,600 awe-inspiring square miles, more than 700 miles of trails take visitors through layers of wilderness and human history. Trail of the Cedars, a gateway to towering trees, is one of the most-accessible and most-popular hikes. However, there is one drive you must experience at least a portion of — the Going-to-the-Sun Road, a stunning 50-mile, paved two-lane highway that spans the width of Glacier, crossing the Continental Divide at Logan Pass at an elevation of more than 6,000 feet.



GREAT SMOKY MOUNTAIN
NATIONAL PARK

The peaks and valleys of America's most-visited national park often hide behind the shrouds of blue mist that earned the majestic mountains their name. Great Smoky Mountains National Park covers more than 500,000 acres in parts of western North Carolina and eastern Tennessee, preserving a portal to natural beauty and Appalachian culture. Get an overview of the scenery from your vehicle: Two-lane US-441 cuts through the heart of the park, and it's lined with overlooks like the jaw-dropping Newfound Gap. For a closer look, explore the Oconaluftee Visitor Center, where you can see preserved historic log buildings, wildflowers (in spring), and the park's famous elk. The Deep Creek area abounds with streams and waterfalls — a loop hike takes you to the three main cascades.



SHENANDOAH
NATIONAL PARK

Waterfalls, wildflowers, and wildlife await at this Virginia treasure only 75 miles from Washington, DC. Deer, wild turkey, and black bear find refuge among more than 200,000 acres of protected lands, as do humans — namely hikers, bicyclists, campers, and anglers. Get the grand tour on Skyline Drive, one of the country's most scenic roads. It's a 105-mile route along the crest of the Blue Ridge Mountains, and at the posted 35 mph speed limit, takes about three hours (more if you pull off frequently to marvel). But you'll appreciate the two-lane's leisurely pace, which lets you take in the panoramas safely. When you're ready to explore on foot, choose from more than 500 miles of trails, including several to waterfalls, like Dark Hollow Falls and Doyles River Falls. Or check out Blackrock Summit, a short hike to the top of a rocky slope for awesome views of the Shenandoah Valley.



GRAND CANYON
NATIONAL PARK

Teddy Roosevelt said the Grand Canyon was the one sight every American should see. The massive gorge, formed by the Colorado River in northern Arizona, is an astonishing 278 miles long, 600 feet to 18 miles wide, and up to 6,000 feet deep. Grand Canyon National Park, established in 1919, draws millions of visitors each year to its two public areas, the North and South rims. In addition to unmatched vistas from the rims, the park provides spots for hikes, mule rides, camping, and whitewater rafting. A good place to start is the South Rim Visitor Center. Park and get your first look at the canyon from nearby Mather Point, or board free shuttle buses (they accommodate wheelchairs) that travel around Grand Canyon Village. The Rim Trail, mostly flat and paved (some sections are accessible), offers an easy walk/hike with quiet views of the inner canyon and minimal elevation changes.

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

BOOK TODAY

GET MORE OUT OF YOUR POINTS

Pro Tip 1: Quickly search vacations using less than 10,000 Points through the convenient search filter.

Pro Tip 2: Maximize your Points by traveling during lower demand dates. Lake Tahoe in late April boasts less crowds and warming temperatures compared to the summer months. Or consider checking in on Monday through Thursday instead of the typical Friday, Saturday, or Sunday.