

## RAINTREE'S NEW FLEXIBILITY

# *Now is the time to Book!*

We want to keep the Raintree spirit alive and inspire you to keep planning your vacations. We recently emailed you about the new flexibility of a Raintree Membership, and here are the highlights of why now is truly the best time to anticipate the future and book your next stay!

### *20% 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.

### *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.

### *Guest Certificate Fee Waived*

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

### *Cancellation Fees Waived*

You can make changes or cancel your reservations without any fee or penalty through October 31, 2020 when done at least three days prior to check-in (subject to availability, differences of the unit size, or the season of the year).

### *Free Week Voucher for your Guests*

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 Reginas, excluding the holiday weeks.

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

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

For a full list of Raintree's new policies and added flexibility to your membership, [click here](#).

**BOOK NOW**

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







# Club Regina Cancun, Club Regina Los Cabos, and Club Regina Puerto Vallarta *are re-opening on June 26<sup>th</sup>, 2020!*

June 26<sup>th</sup> will be a true celebration throughout each resort, but the main attraction will be seeing your smiling faces. In the meantime, the resorts are diligently working on new protocols, airlines are starting to announce the summer reopening of international flights, and the Raintree Vacation Guides are ready to take your call; so now is a great time to get excited about and make your 2020 vacations a reality!



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We will open with reduced occupancy and at this time amenities will be limited, as the government has not yet announced when beaches and pools can be opened. We expect to receive this information in the next few weeks and will provide an update our dedicated COVID-19 page found on [www.raintreevacationclub.com](http://www.raintreevacationclub.com).



# MAINTAINING OUR CLUB REGINA RESORTS AMID COVID-19



## RESORT NEWS

Since opening over 25 years ago, the doors to Club Regina in Cancun, Puerto Vallarta, and Cabos are closed. During these years, we have been fortunate to have only had to close, for any period of time, any of the resorts twice due to hurricanes: Hurricane Wilma in Cancun in 2004 and Hurricane Odile in Cabos in 2014. One thing we learned from weathering these storms- Raintree Members and staff alike are very resilient- and our current experience is demonstrating no different!

Closing all three Club Regina properties at once is new territory for us. Oliva Galeana, Alberto Berriel, and Daniel Pantaleon, the General Managers of Club Regina Los Cabos, Puerto Vallarta, and Cancun respectively, have shared their insight in what goes into shutting the doors to a bustling resort and maintain it so it will remain vibrant and ready to welcome you back as soon as it's safe to do so.

While some members had already chosen to cancel reservations as COVID-19 began to spread through the United States, others were forced to do so when the US/ Mexico border was closed in March. Shortly thereafter, Mexican municipalities begin implementing stay at home orders to their residents and it became clear the Club Regina properties would need to close to ensure the health and safety of our employees and Members.

Closing resorts of this size is not as simple as turning off the lights and

locking the doors. Although there are no guests on site, numerous back of house systems must continue to function to maintain the property. Air conditioners must run to keep humidity in the rooms minimized and to prevent damage to the furnishings. Elevators, boilers, electricity and pool systems must all continue to function to sustain the property and ensure all areas are fully functioning when we are again able to open the doors.

While the resorts are closed, there are several departments still working at the properties. These are our unsung heroes who are still going to work each day and include security personnel, maintenance staff, cooks, housekeepers and those that maintain the grounds. Daniel Pantaleon says, "Our employees are the most important thing in the company. I am very moved to see that they come to work despite everything. I am very proud of everyone."

When asked what she's learned about the resort during this time, Olivia Galeana states "I learned to listen to the waves of the sea and enjoy them. With the silence in the resort, I can listen to the waves from my office which is far from the beach. I've learned to value their "music" and realize how happy our Members and guests are when they open the windows to hear it."

While the past few weeks have brought challenges and uncertainty, one thing is clear. The Raintree team is working hard to make sure the Club Regina properties will be ready to safely welcome you with open arms (or perhaps with an enthusiastic elbow bump)! Once reopened, Members will notice differences such as enhanced sanitizing efforts and social distancing, but the familial feeling that Raintree Members boast about will remain the same.



Our properties wouldn't feel like a home without both our Members and our staff; it's the people that truly make vacations memorable at Raintree. As Alberto Berriel so aptly concludes: "Our resort is a community, a living entity that needs human care; without its dear guests and employees it is simply a building and nothing else!"

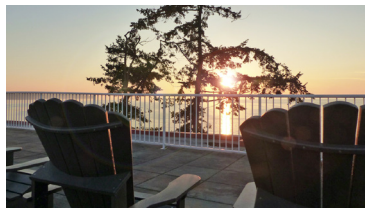
For the latest COVID-19 related information on all our resorts, please see our dedicated page that can be found on the homepage of our website ►



# VIRTUAL BACKGROUNDS

Since you can't be at your favorite resorts right now, we're bringing them to you- virtually! Download one of the below images to use as your backdrop while Zooming with friends and family (or maybe even in that next meeting!) to get you in that vacation mindset. You can also download them to use as your device's wallpaper or screen saver - it's up to you!

Post pictures of you using your Raintree background on our **Facebook** or **Instagram** pages using the hashtag **#VirtualRaintree** to show us how you're using them to get in the Raintree spirit; and if we feature you in the next newsletter, you'll be eligible to receive a Raintree-worthy perk at your next Club Regina stay!

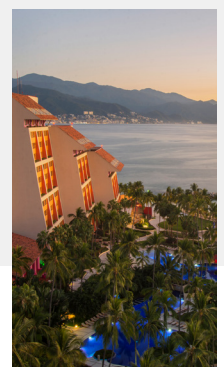


## Image Download Instructions:

- Click on an image then right click on the larger image to save it to your computer or device (or your device's equivalent, i.e.: tap and hold, or tap the track pad with two fingers). Be sure to note the location where you save the image.

## Instructions to update your Zoom background (note: not all devices are compatible for virtual backgrounds in Zoom, please check their website for further details):

In Zoom, click on your profile picture in the upper right corner, then click on Settings. In the left menu, click "Virtual Background" and then the (+) icon. Select and upload your Raintree background.



## Instructions to update your phone, tablet, or computer background (or "wallpaper"):

- Apple products: Settings -> Wallpaper -> Choose a new wallpaper - select the photo from your photos gallery
- Android products: Tap and hold anywhere on the home screen -> tap the 'wallpapers' icon -> choose the photo from your 'my photos' collection
- Windows: Right-click your desktop and choose Personalize (in tablet mode: tap the Start button, then Settings, then Personalization) -> Select 'Picture' from the Background drop-down list -> click Browse, then select the Raintree picture from the folder you downloaded it to.

#VIRTUALRAINTREE





# The taste of Inizio at home!

MY RAINTREE

Executive chef, Oscar Arriaga, shares a recipe of an iconic dish from our Inizio restaurants

## *¡El sabor de Inizio en casa!*

*El chef ejecutivo, Óscar Arriaga, comparte una receta de un plato icónico de nuestros restaurantes Inizio*



### TOMATILLO & CILANTRO SHRIMP TOSTADA

(For Two People)

380 gr Shrimp (approx. 13 oz.)	1 Radish
120 gr Cambray Onions	1 Avocado
60 gr Cilantro	½ Cup of Cream
90 gr Tomatillo	½ Cup White Wine
1 Garlic Clove	4 Corn Tostadas
10 ml Olive Oil	2 Tbsp. Butter
	Salt and Pepper to Taste

- Peel and devein the shrimp.
- Clean and slice the cambray onion, wash the cilantro, and finely chop the garlic.
- Cut the radish into slices and place them in ice water.
- Wash the tomatillos very well and cut them in quarters.
- In a hot frying pan, pour the olive oil, garlic, cambray onion, tomatillos, and cook for 3 minutes over high heat. Add the shrimp, white wine, and butter. Season to taste and remove from heat.
- Blend the avocado along with the cream and season.
- Place the shrimps on the tostadas, garnish with the sliced radish and cilantro leaves. Use the avocado cream as dressing for the tostadas.

*Bon Appetit!*

### TOSTADA DE CAMARÓN EN TOMATILLO Y CILANTRO

(Para Dos Personas)

380 gr Camarón	1 Rábano Cambray
120 gr Cebolla Cambray	1 Aguacate
60 gr Cilantro	½ Taza Crema
90 gr Tomate Verde	120 ml Vino Blanco
1 Diente de Ajo	4 Tostadas de Maíz
10 ml Aceite de Oliva	2 Cdas. Mantequilla
	Sal y Pimienta al Gusto

- Se pelan y desvenan los camarones.
- Se limpia y filetea la cebolla cambray, se lava el cilantro y pica finamente el ajo.
- Se corta el rábano cambray en rebanadas y coloca en agua con hielo.
- Lave muy bien el tomate verde y córtelo en 4 gajos.
- En un sartén caliente, vierta el aceite de oliva, ajo, cebolla cambray, tomate verde y cocine por 3 minutos a fuego alto. Agregue el camarón, vino blanco y mantequilla. Sazone a su gusto y retire del fuego.
- Licúe el aguacate con la crema y sazone bien.
- Coloque los camarones sobre las tostadas, decórelas con el rábano rebanado y las hojas de cilantro. Utilice la crema de aguacate para aderezar las tostadas.

*¡Buen provecho!*



# 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







# AN UNEXPECTED JOURNEY CAN LEAD US TO A *Beautiful Destination.*

## Plan Now. Travel Later.

RCI believes that an unexpected journey can lead us to a beautiful destination. And when the time is right to travel again, we'll be ready and waiting to get you on your next getaway.

In the meantime, why not inspire your inner traveler by checking out thousands of destination options on RCI.com? Whether you're planning a reunion with friends and family, a dream trip that you've been putting off, or a quick weekend getaway that's close to home — you have the power to plan your travel right at your fingertips.

### EXPLORE YOUR TRAVEL OPTIONS

#### 4 Steps to Inspiration:

1. Login to [RaintreeVacationClub.com](https://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.

You can review your cancellation policy by logging in to your RCI account or call a Vacation Guide for more information at **1.800.424.6532**.\*

## Stay Connected

Share your favorite RCI memories and photos with other travelers by using #myRCI.



\*Participation in the RCI Points® program as a Raintree member requires an additional fee after the first year of membership. These vacations are limited and subject to availability and your accessible Points balance. CST: 2046555-50. Fla. Seller of Travel Reg. No. ST-26552. Nevada Seller of Travel Reg. No. 2002-0793. Washington Seller of Travel Reg. No. 602357907. Registration as a seller of travel does not constitute approval by the State of California. RCI and related marks are registered trademarks and/or service marks in the United States and internationally. © 2020 RCI, LLC. All rights reserved.

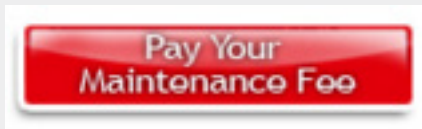


# E-STATEMENT ENROLLMENT\*

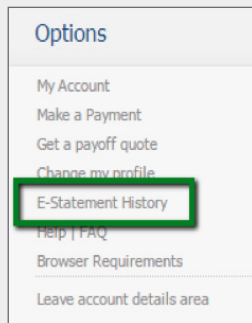
Continuing in Raintree Vacation Club's efforts to "Go Green", Members have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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"**

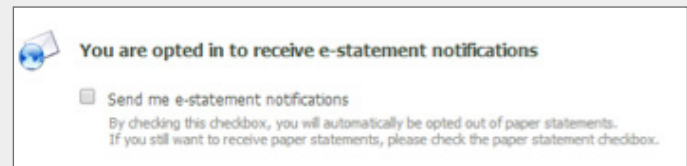


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

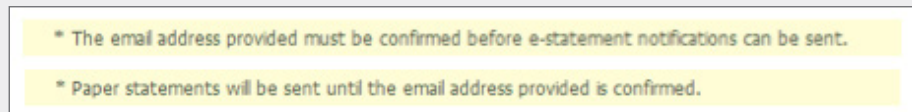


Select the accounts for which you would like to receive E-statements.

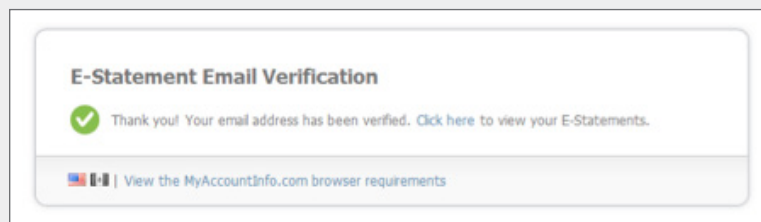
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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*