

e-Newsletter

WINTER | DECEMBER 2023



Christel House Recognizes Raintree at their 25th Anniversary Event



Raintree Vacation Club joins in the celebration of the 25th anniversary of Christel House, a global non-profit organization committed to helping break the cycle of poverty by providing children living in impoverished communities with access to education.

Throughout the years, donors and companies have joined forces to grant each student a seat at the table of life through a comprehensive educational program made up of fundamental themes and tools that go beyond the classroom such as character development, health consciousness, nutrition, family assistance, vocational guidance, and work-place inclusion.

Since 2008, Raintree Vacation Club members and resort guests have supported Christel House through their donations collected by our resorts throughout Mexico. In the last ten years alone, Raintree has collected over \$180,000 USD for the Christel House Mexico campus. Christel House Mexico has 703 current students, 464 alumni, and 819 parents for a total of 1,986 beneficiaries of your generosity!



Transformando vidas gracias a ti



On October 19th, Christel House celebrated and recognized their long-term allies and donors at a cocktail event at the Business Club in Mexico City. Our very own Club Regina Los Cabos General Manager, Olivia Galeana, was selected to attend this event to accept the award on behalf of Raintree Vacation Club. Due to their long list of donors, only a select few were asked to come up to the podium for a formal presentation of their award. Raintree is humbled to be part of this select group and that Olivia got to represent us while meeting with the executive directors, presidents, and CEOs of this great organization we're honored to be aligned with.

Remember that when staying at one of our Club Regina locations, giving is made easy as the optional Christel House donation is listed on your bill at checkout. We believe in and have seen the difference every dollar makes, so whether you give to Christel House through us or not, we hope you'll give in your preferred way to those in your communities and beyond as we enter this 'Season of Giving'!

To learn more about the Christel House organization visit christelhouse.org

To learn more about the tech initiative at the Christel House Mexico campus, [watch this video](#).



From left to right: **Javier Alarcón Benet** - Executive Director Christel House Mexico; **Gabriel Oropeza** - Chairman of the Board of Christel House; **Olivia Galeana** - GM at Club Regina Los Cabos; **Bart Peterson** - President and CEO, Christel House International; and **Rafael Levy** - Member of the Board of Directors.

MEMBER STORY

Risley Wilkinson on Cimarron Golf Resort**How long have you been a Raintree Member?**

We have been Raintree members since 1997!

How long have you been going to Cimarron? What keeps you coming back every year? We have been going to the Cimarron since about 2014. I grew up going to Palm Springs since birth and I had grandparents that were snowbirds from Oregon and would spend October through March in the desert. I keep coming back as it feels like a second home to me. After we had our son, I wanted to share those special memories with him.

Who do you usually go with? And do you have a favorite time of year to go? Family and friends are my favorite to bring with me! My favorite time to go is November through April. We are also usually there for my birthday in February or Spring Break vacation in March. You can usually find us there or Club Regina Los Cabos!

#myraintree   



What you look forward to most when first arriving at the resort? We look forward to jumping in the pool first thing after checking in!

Favorite features of the resort? Our favorite features are the pool and the friendly and helpful staff who are always willing to give us new suggestions of activities in town. Another favorite feature is the spacious room set ups. We love to book a 2-bedroom bottom floor unit because it has a fully equipped kitchen in the middle with bedrooms on each side of the living area.

What are the "must see/do" things would you recommend for the area? Must see and do in Palm Springs for us are the Tram; Off Road 4 wheelers; Shopping on El Paseo and the outlets in Cabazon; Thursday street market; College of the Desert swap meet; and if you are able, a Mid Century Modern House tour.



To make a reservation at Cimarron Golf Resort, please log into raintreevacationclub.com or call a Raintree Vacation Guide at 317.805.9167 or 1.800.424.6532.



Any suggestions on the resort or area for a first-time visitor? Our favorite restaurants are La Quinta Cliffhouse, KOBE, Las Casuelas, El Patron, The Edge Steakhouse, and The Tropicale.

You've been a member since our start, how has Raintree impacted your family? Vacationing is very important to our family. Being able to find a spot like Palm Springs to relax and unwind has been amazing. But also having several Raintree resorts to choose from is wonderful. We have been able to experience amazing resorts like Club Regina Cabo and PV, Sandcastle at Birch Bay, The Westin Whistler, and Miners Club in Park City. The staff at all resorts have always been great to us, and we have loved meeting other members and talking to people from all over the world at each location! We are always looking forward to and counting down the days till our next Raintree vacation!

Staff Spotlight

Violeta Armenta

“Capitán de Meseros” at Club Regina Los Cabos since 2009

How long have you been with Raintree? I've been here since 2009, almost 15 years! I started as a waitress, now I am the 'Capitán de Meseros' and supervise the entire waitstaff.

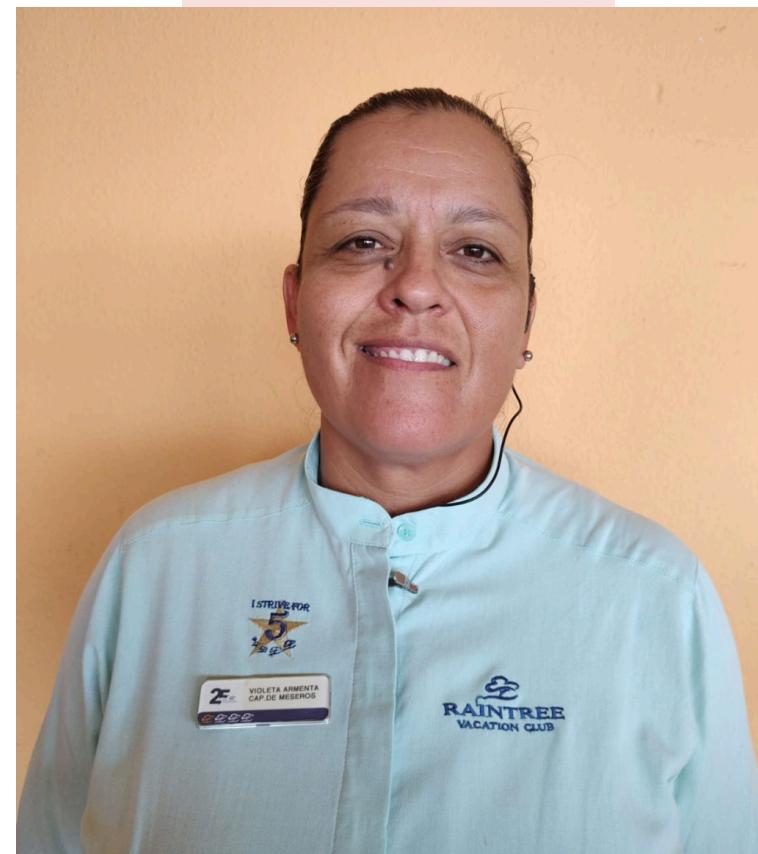
What are your typical duties as the Capitán de Meseros (Captain of Waiters)? I coordinate staff, take care of quality and presentation, oversee sales, but my main job is to make sure that the guests leave satisfied with our service!

What do you like most about your job? The experience we give our guests- I love that I get to create unforgettable vacations for so many people! I've always enjoyed the service aspect, but I've also grown to really like the leadership part as well.

What are some things that happen behind the scenes that you enjoy the most? When you feel like everything is going wrong and then seeing everyone rally and giving encouragement to each other, everything is fixed and turns out excellent. It feels like anything can be done!

What is your favorite dish or drink we offer at the resort? I'd say our tamarindo margarita and the blackened tuna. The tamarind with the tequila in the margarita is the best, it provides a sweet citrus flavor and that combined with the salty is so good. And our blackened tuna is a great traditional meal that everyone loves. Just imagine a good tuna served with a tamarind margarita watching the sunset at Inizio in December with the whales in clear view- it is the best!

What do you wish more members knew about our food & beverage offerings or service? That we have good quality foods and how eager and dedicated we are to pampering them! I also think more guests should take advantage of our 2x1 (2 for 1) promos throughout the resort- they're a great deal!



What do you like most about living in Los Cabos? The beaches (when I take the time) and the weather!

Where did you grow up? I was born in Los Mochis, Sinaloa, and grew up partly in Sinaloa de Leyva. My childhood was incredible, we didn't have much, but I enjoyed it a lot!

Do you think your friends and family from childhood would be surprised to learn what you do for a living? Yes, because I was the shyest person in the world and this position has taught me to interact more with my colleagues and the guests. They would not believe that I am in charge of several people- and enjoy it!

What about your own family? Do you have children, and what do you like to do together? Yes, I have two daughters, 19 and 21. We like to go out to the movies or walk in the San José del Cabo center. At home we like to bake (muffins are our favorite) and watch movies- anything with fantasy or lots of action, like natural disasters!

What's one thing Member might be surprised to learn about you? The service I give. I strive to make them feel better than at home! Even though I am a supervisor, I don't just give orders, I interact with the Members so I can create unforgettable vacations for them. I want them to be left always wanting to return; I know this, for sure, because it's how I feel about our resort - I love my job!



Alliance News

Diamond is now Destination Xchange

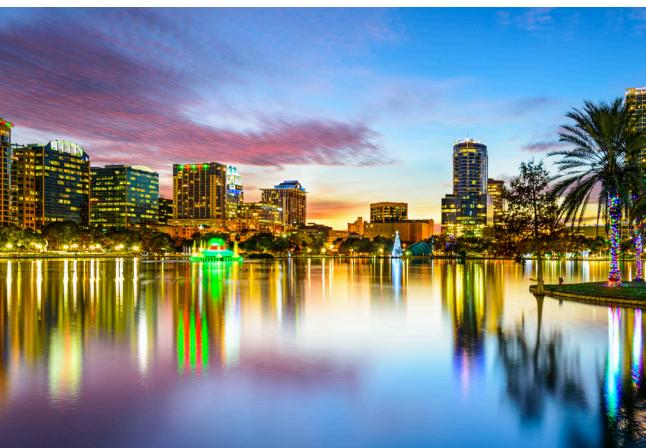


For those of you who have recently travelled to one of our alliance resorts with Diamond, you may have noticed that changes in branding have begun to take place. This is because in August of 2021, Hilton Grand Vacations, Inc. acquired Diamond Resorts International, Inc.

Destination Xchange is the exchange program within the Hilton Grand Vacations system, thus we will begin referring to this collection of resorts as **Destination Xchange resorts (or DEX for short)**.

Rest assured, Members still have access to the same great resorts, this collection will just now be known as **Destination Xchange resorts**:

- Cypress Pointe Resort, Orlando - USA
- Grand Beach Resort, Orlando - USA
- Grande Villas, Orlando - USA
- Kaanapali Beach Club, Hawaii - USA
- Lake Tahoe Vacation Resort, Lake Tahoe - USA
- Sedona Summit, Arizona - USA
- The Modern Honolulu, Hawaii - USA



Remember, you can book **DEX** resorts directly with your Raintree Points, either online or with a Raintree Vacation Guide - no exchange fees required!

[LOG IN AND START VACATIONING!](#)

RCI Releases New Feature for Raintree Members!

For Raintree Members with active RCI membership, you now have access to RCI's **Exchange Plus**, a new benefit that allows you to travel to highly sought-after destinations or travel dates that were previously hard to access or unavailable in the point exchange network. Currently, top booking destinations from members are NYC, San Diego, and Tampa and over 30% have been during holiday dates!

To learn more, see the RCI ad in this newsletter or visit RCI.com/RaintreeExchangePlus.

And when you're ready to start searching Exchange Plus inventory, log into your RCI account via the Alliances page on the Raintree Member site.



Where do the Exchange Plus units come from?

These units are not member deposits, RCI has taken feedback from members and sourced inventory that will enhance the exchange program. The acquired inventory will be a mix of 3-, 5-, and 7-night stays. Each trip requires Points in combination with a fee ranging from \$399 to \$1599.

How do I identify these units?

Exchange Plus inventory will show in all searches, and all will be marked with a key symbol. You can also filter down to see only the Exchange Plus inventory.

What is the cancellation policy, and can I purchase Points Protection?

The cancellation policy is the same as our current rental cancellation policy. Points Protection is included in all Exchange Plus reservations and you will receive back 100% of your points if you must cancel!*

*Points Protection only covers points, it does not cover Exchange fees. For members outside the United States, Canada, and the Caribbean, Points Protection is not included, and the standard cancellation policy applies.

CLUB REGINA CANCUN

Dec. 24th, Christmas Eve Dinner at Inizio

With live music and entertainment. For more information or reservations, please [email us](#).

Dec. 31st, New Year's Eve Dinner Event

Join us for a White Party with a live DJ and a surprise show. For more information or reservations, please [email us](#).

February 11th, Super Bowl Watch Party

Enjoy a snack menu with drink and combo specials while watching the big game

February 14th, Valentine's Day

Join us for a romantic evening with a special 4-course menu at Inizio

Trattoria Night Monday & Thursday

Taco Night Tuesday & Sunday

Surf & Turf Wednesday

Tex Mex Friday

Grill Night Saturday



CLUB REGINA LOS CABOS

Dec. 24th, Christmas Eve Dinner Buffet at Inizio

With live piano music from 7:30pm to 9:30pm
\$1099 per person

Dec. 31st, New Year's Eve Dinner at Inizio

Includes a 4-course dinner, glass of sparkling wine, and the 12 traditional grapes. \$1699 per person

Jan. 13th - 20th, Enchilada Week

Enjoy a variety of enchiladas all week with your choice of shrimp, seafood, or chicken

Feb. 9th, National Pizza Day

2x1 promotion on our delicious wood-fired pizzas from 12p to 6pm

Feb. 11th, Super Bowl Watch Party

Watch the game at Altura and enjoy a special buffet with promos on beer and margaritas

Feb. 14th, Valentine's Day

Lavish your loved one with our special three-course dinner at Inizio

Feb. 17th - 24th, Tostada Week

Try a different tostada each day at Altura and the pools!

Club Regina

Winter Events 2023

CLUB REGINA PUERTO VALLARTA

Dec. 24th, Christmas Buffet Dinner at Inizio

\$1,249 Adults \$599 Children. For more information or reservations, please [email us](#).

Dec. 31st, Dinner and New Year's Event at Patio Los Arcos

7:30pm - 1:00am. For more information or reservations, please [email us](#).

Feb. 11th, Super Bowl Watch Party

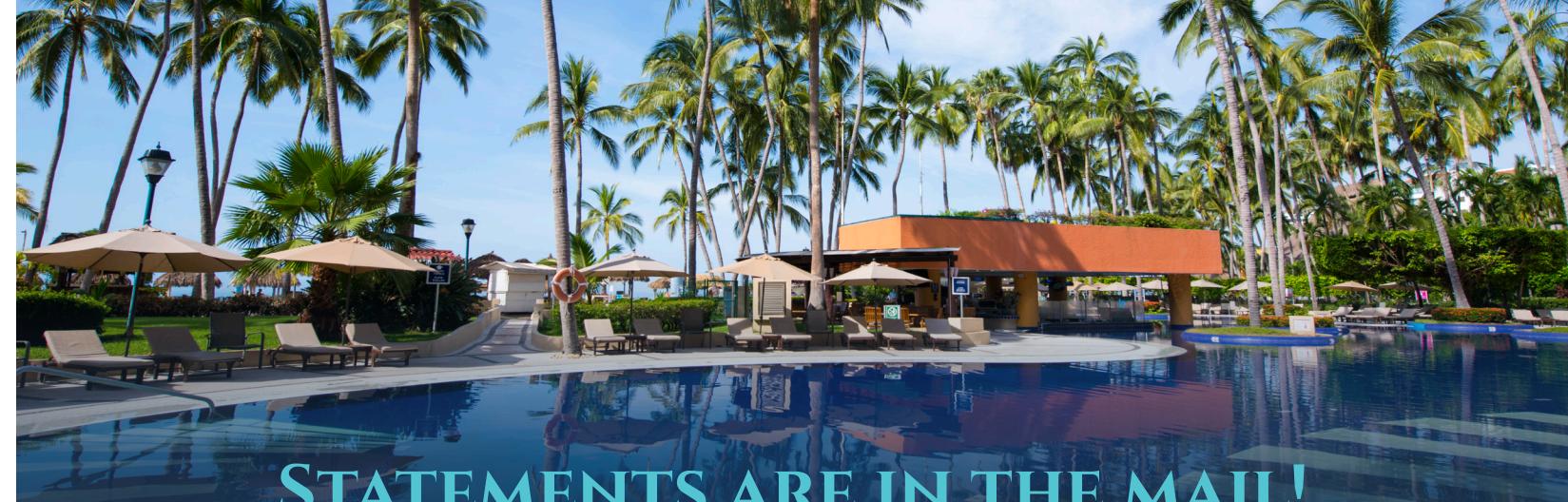
Watch the game in Tenampa and enjoy a special snack menu

Feb. 14th, Valentine's Day

Celebrate love with a special three-course dinner at Inizio, live music, and welcome drink. For more information or reservations, please [email us](#).

Winter Season Food Specials

- Try our Seafood Pizza with marlin al pastor and octopus for only \$239 MXN
- Indulge in our Fine Steak Cuts specials at our Grill Night every Friday at Inizio
- Purchase 3 breakfast buffets during your stay and get the 4th 50% off
- Show 3 receipts from Tenampa and get any burger 50% off



STATEMENTS ARE IN THE MAIL!

Pay your 2024 maintenance fee in full by December 31st and you will be entered into a drawing for a chance to win one of the following prizes:

1ST PLACE

15 Members will receive a

\$1000 CREDIT

2ND PLACE

30 Members will receive a

\$500 CREDIT

3RD PLACE

60 Members will receive a

\$250 CREDIT

These credits can be applied to your 2025 maintenance fee or can be used at a Raintree Vacation Club managed resort.*

- PLUS -

Pay in full by December 31st, 2023 and you will also receive 20,000 bonus points!

If you pay in full after December 31st and prior to your billing due date, you will receive 15,000 bonus points.

If you have paid your 2024 maintenance fee in full, you have already been entered into the drawing and will automatically receive your bonus points in your account by January 15, 2024. Sweepstakes ends on December 31, 2023.

PAY ONLINE

Log in to the [Member Area](#) and click on the red button on your home page that reads "Pay Your Maintenance Fee."

PAY BY PHONE

Call a Raintree Vacation Guide at 317.805.9167 or toll-free at 1.800.424.6532 from 9:00 a.m. to 8:00 p.m. CST Monday through Friday or on Saturdays from 9:00 a.m. to 5:00 p.m. CST.**

PAY BY CHECK

Make your check payable to "RVC Members, LLC" and mail it to: PO BOX 29352, Phoenix, AZ, 85038-9352

For additional information, please send an email to maintenancefee@raintreeclub.com
[Official Sweepstakes Rules](#)

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



Sign Up for 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

travelconcierge@raintreeclub.com

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

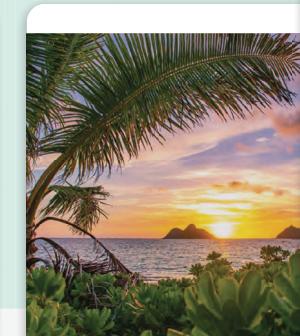


If you would like to speak directly to a Raintree Vacation Guide, please call 1.800.424.6532 from the United States or Canada, or 01.800.667.2711 from Mexico. For international calls to the U.S., dial 317.805.9167. For international calls to Mexico, please call 52.55.5283.0848. The call center's hours 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.

ALL-NEW EXCHANGE PLUS YOUR KEY TO ULTIMATE FLEXIBILITY



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OAHU



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MIAMI



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Scored tickets to a Broadway show in New York City? Want to explore San Diego before a cruise? Looking to meet up with friends for an epic weekend in Miami?

With Exchange Plus, you combine your Points with cash to access popular destinations or dates previously unavailable or harder to book. Plus, Points Protection is included, so your spontaneous trip can stay...spontaneous.

For members outside the United States, Canada, and the Caribbean, Points Protection is not included and the standard cancellation policy applies.

**For More Details Visit
RCI.COM/RAINTREEEXCHANGEPLUS
Or Call A Travel Guide.**



SAN DIEGO, CALIFORNIA



SAVANNAH, GEORGIA

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**

These vacations are limited and subject to availability. *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. 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-26552. Washington Seller of Travel Reg. No. 602357907. Rental: CST: 2081369-50. Fla. Seller of Travel Reg. No. ST-36515. Washington 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.

