



CLUB REGINA CANCUN

KNOW BEFORE YOU GO

In this installment in our series, we take a look at [Club Regina Cancun](#). We have included information on the resort, and some suggestions from the local staff.

CHECK-IN/OUT

Check-in is at 4pm and check-out is at 10am.

CHARGES AT CHECK-IN/OUT

If you require WiFi for extra devices there is a charge of US\$6 per day for up to two additional devices. A mandatory lodging tax of 3% is required by law to be paid by Members by check-out.

OPTIONAL FEES

HOUSEKEEPING FEES: A gratuity for housekeeping services is automatically added to your bill. The amount is dependent on the size of the unit. Please note that this fee is optional. If you have any questions or concerns please contact the front desk.

CHRISTEL HOUSE: A donation of US \$10.00 is added to your statement for each week of your stay. 100% of this money goes to Christel House. Please note that this donation is optional. If you have any questions or concerns please contact the front desk.

LATE CHECK-OUT: Guests without prior arrangement who do not check out by 10am will incur a US\$100 charge. Any guests not checked out by 2pm will be charged for an additional night.

PARKING

Self-parking is available at the Westin Resort & Spa next door for a daily rate of US \$11.00. Valet parking is available for an additional US\$6 per day.

RESTAURANTS

INIZIO: Upscale casual dining (Ext. 7324)
Breakfast: 7am - noon, Dinner: 6:30pm - 10:30pm

POOL BAR: Service from 9am - 5pm (Ext. 7325)
Lunch: noon - 6pm

MAGIC BREEZE COFFEE & BAR
6:30am - 10:30pm (Ext. 7265)

MINI MARKET: 7:00am - 10:30pm (Ext. 7322)

Please note that hours may change during slower seasons.

HAPPY HOURS
POOL BAR: 1:00pm - 2pm
LOBBY BAR: 3:00pm - 10:30pm

THEME NIGHTS
6:30pm - 10:30pm
Saturday: Fajitas Buffet
Sunday: Grill Buffet
Monday: Pasta Night
Tuesday: Tacos Night

Wednesday: Fine cuts and lobster night
Thursday: Dinner on the beach
Friday: Mexican Buffet

Please note that the Theme Nights may change due to weather conditions.

SPECIAL PROMOTIONS AT THE POOL AND ON THE BEACH

Monday: Burritos 2 for 200 pesos
Tuesday: Ceviche 2 for 220 pesos
Wednesdays and Fridays: Pizza 2 for 200 pesos
Thursday and Sunday: Hamburgers 2 for 200 pesos

POOL

There are two outdoor heated pools and one hot tub.

BEACH AND POOL CHAIRS

For the enjoyment of all Members and guests, please note that beach and pool chairs cannot be reserved. Any items left unattended will be collected for safe keeping by Security.

POOL TOWELS

The towel stand located near the pool is open daily from 9am - 5pm daily. At check-in Members are provided with one towel card for each person. Just hand the attendant your card to receive your towels

(one towel per card). When you return your towel you will receive your card back.

BBQS

There are no BBQ grills onsite at this resort.

EXERCISE FACILITIES

Located at the Westin Resort & Spa next door.

Open Monday - Saturday 6am-10pm, and Sundays 6am - 8pm. There is no charge for use of basic gym facilities. There is a US\$10 per day charge to use the steam room and jetted tub. Spa services are available for an additional charge. Tennis courts are US\$10 per hour (lighted).

LAUNDRY FACILITIES

Complimentary washers and dryers are located on the second and fourth floors. No tokens are required.

KIDS CLUB

There is a Kids Club available at the Westin Resort & Spa next door for US\$7 per hour (cash only).

WHAT'S IN THE ROOM

HOTEL W/ JETTED TUB: air conditioning, alarm clock, balcony/patio, bath towels, cable TV, flat screen TV, hairdryer, housekeeping, iron & ironing board, jetted tub, phone, room service, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, and USB charging station.

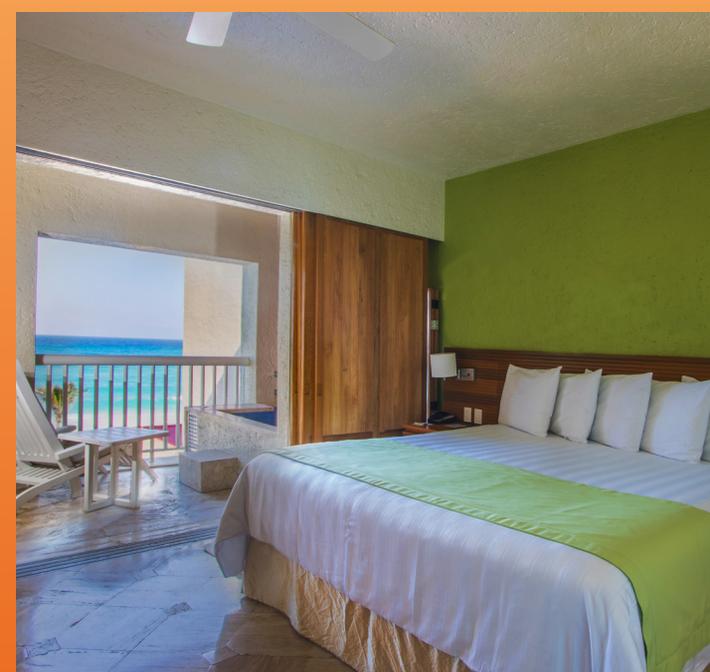
HOTEL W/ KITCHENETTE: air conditioning, bath towels, cable TV, dining table, extra blankets/pillows, flat screen TV, hairdryer, housekeeping, iron & ironing board, phone, room service, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, USB charging station, 4 sets of dinner dishes & utensils, glass and plastic drinkware, full size refrigerator, two-burner stove, convection microwave, toaster, coffee

maker, blender, dishwasher & detergent, ice cube maker/tray, Pyrex pans and dishes, frying pans, cutting board, kitchen towels, pan holders, and dish soap & sponge.

CLUB SUITE: air conditioning, alarm clock, balcony/patio, bath towels, cable TV, dining table, extra blankets/pillows, flat screen TV, hairdryer, housekeeping, iron & ironing board, jetted tub, phone, room service, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in master bedroom, TV in the living room, USB charging station, 4 sets of dinner dishes & utensils, glass and plastic drinkware, full size refrigerator, two-burner stove, convection microwave, toaster, coffee maker, blender, dishwasher & detergent, ice cube maker/tray, Pyrex pans and dishes, frying pans,

cutting board, kitchen towels, pan holders, and dish soap & sponge.

GRAND SUITE: air conditioning, alarm clock, balcony/patio, bath towels, cable TV, dining table, extra blankets/pillows, flat screen TV, hairdryer, housekeeping, iron & ironing board, jetted tub, phone, room service, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in all bedrooms, TV in the living room, USB charging station, 6 sets of dinner dishes & utensils, glass and plastic drinkware, full size refrigerator, two-burner stove, convection microwave, toaster, coffee maker, blender, dishwasher & detergent, ice cube maker/tray, Pyrex pans and dishes, frying pans, cutting board, kitchen towels, pan holders, and dish soap & sponge.





RESTAURANTS THE LOCALS AND STAFF LOVE

Everyone still loves Va Que Va, Tilon Jarocho, Pescadillas El Galeon, and Los Arcos. The locals also love these options:

Casa de los Abuelos

La Casa de Los Abuelos (The Grandparents' House) is a Mexican family restaurant and bakery. They have four locations, two of which are in Cancun. The idea here is that the food is traditional Mexican fare, something your abuelos (grandparents) might make, if you are Mexican of course! Try one of their unique quesadillas, one with chorizo (Mexican sausage) and potato, or even nopales (cactus). Then try some pan dulce (sweet bread) for dessert from the bakery. This restaurant is great for families because they have an enclosed playroom which is supervised by nannies where kids can hang out before or after they eat. Casa de los Abuelos is open daily from 7am – midnight.

Av. Bonampak Mz. 1 Lote 4 Sm. 4A Local 50, Benito Juarez, Cancún, Q.R., 77500, 998-884-5164

Porfirio's - If you are looking for traditional Mexican food with a modern touch in a high-end atmosphere, you will enjoy Porfirio's, where they reimagine the best of Mexican cuisine's traditional flavors, textures and colors with groundbreaking techniques and intrepid flavors, using only high quality ingredients. If you're a tequila fan, you will enjoy having their 'tequiliers' create pairings from over 100 different labels of Tequilas and Mezcales. Porfirio's accepts reservations and is open 1pm – 1am Monday through Saturday, and 1pm – midnight on Sundays.

Bld. Kukulcan 14.2 No. 1, Zona Hotelera, Cancun, Q.R., 77500, 998-840-6040

Fonda Argentina - A carnivore's delight, Fonda Argentina serves traditionally cooked meats roasted over charcoal. They do have salads and sides (the creamed spinach is delicious) but the focus is on the meat. Visit with friends and family and have your meat served family style on a wood platter. The taste is always delicious, and the prices are reasonable. Fonda Argentina accepts reservations and is open daily from 1pm – 11pm.

Bld. Luis Donaldo Colosio Mz., 3 Lt 15 Sm 57, Cancun, Q.R. 77500, 998 889 9550

OUR STAFF RECOMMENDS

Cirque du Soleil - [JOYÀ in Riviera Maya](#)

An Experience for the Senses: JOYÀ, the first Cirque du Soleil resident show in Mexico, combines culinary and performing arts in an intimate theater setting to engage the audience's five senses. Drawing on Mexico's history and heritage, JOYÀ tells the story of an alchemist and his granddaughter embarking on a quest to uncover the secrets of life. Don't miss the opportunity to taste extraordinary dishes and live an unforgettable night exclusively at the Cirque du Soleil Theater at Vidanta Riviera Maya. JOYÀ, a thrilling, whimsical show in which joy, courage and friendship conquer all!

Cirque du Soleil Theater at Vidanta, Riviera Maya, Quintana Roo, Jan 3, 2017 - Jul 29, 2017

[MUSA – Subaquatic Museum](#)

In 2009 a monumental underwater contemporary museum of art named MUSA (Museo Subacuático de Arte) was formed in the waters surrounding Cancun, Isla Mujeres and Punta Nizuc.

The Museum aims to demonstrate the interaction between art and environmental science and form part of a complex reef structure for marine life to colonize and inhabit whilst increasing biomass on a grand scale. All of the sculptures are fixed to the seabed and made from specialized materials used to promote coral life. The total installations occupy an area of over 420sq meters of barren substrate and weighing in at over 200 tons.

The Cancun-Isla Mujeres Marine Park is one of the most visited stretches of water in the world with over 750,000 visitors each year, placing immense pressure on its resources. The location of the sculptures promotes the recovery of the natural reefs as it relieves pressure on them by drawing visitors away to an alternative site.

The layout is divided into two galleries, Salon Manchones and Salon Nizuc. The first is eight meters (26 feet) deep and suitable for both divers and snorkelers and the second four meters (13 feet) deep and only permitted for snorkeling. In addition to diving and snorkeling, MUSA can also be viewed from a glass bottomed boat. MUSA is open daily from 9am – 5pm.

“The museum comprises more than 400 original sculptures, which also serve as artificial reefs. Many are of human figures, making the ocean floor resemble some beautifully spooky lost world, its inhabitants frozen in space and time.” –CNN TRAVEL

[Captain Hook Dinner Cruise](#)

Enjoy an evening on the high seas in an 18th Century authentic Spanish Galleon replica. Built in Spain, the Galleons are 93ft in length and each has a capacity for 285 passengers. Combining the history of piracy with the luxury and sophistication of 21st Century technology, the galleons are equipped with state of the art sound & video systems and fully air-conditioned areas. An indoor salon is perfect for romantic dining with a spacious outer deck and upstairs area providing the ideal setting to view beautiful Cancun or enjoy lively dancing al fresco. Dinner options include steak, chicken, and lobster. There is also a vegetarian option. The ship departs nightly at 19:00hrs (7.00pm) and arrives back to the pier at 22:30hrs (10:30pm).

Bld. Kukulcán km.5, Z.H.Cancún Km 5, Q. R., 77500, 998-849-49-31133



Members often mention the Raintree Vacation Guides they have spoken to at the call center in the US. This month we meet **Robin**.

How long have you been on the Raintree Vacation Club team?

I have been on the Raintree team for 11 years so far.

What do you like most about your job?

What I like most is sending Members on vacation to locations that I have travelled to. When they return, I love to hear what they did and what they saw.

What is your best memory of working with Raintree?

My best memory is getting to go to Oaxaca, meeting other Raintree Guides and experiencing traditional Mexican culture. We toured Monte Alban, the cathedral, and the nunnery and went shopping for Black Pottery.

What are some travel tips you have for our Members?

I would advise Members to book early and be flexible.

What is your favorite vacation memory?

My favorite vacation memory would have to be going to Las Vegas to get married; it was the perfect wedding for us and a great honeymoon.

What is your dream destination?

My dream destination is Germany. My family is originally from here and I would love to see where we come from.



CELEBRATES 90TH BIRTHDAY IN STYLE



Lola Koviske has spent every birthday for the last 23 years away from home because she always has been traveling at that time. Her husband Bob and she are usually at Club Regina Puerto Vallarta in February. Raintree Vacation Club Members since 1994, they have made the trek to Puerto Vallarta every year, even becoming close friends with other Raintree Members who frequent Club Regina at the same time. This "second family" as Bob refers to it has been an important part of their vacation plans over the past two decades.

Bob, an American GI in WWII, first met Lola, from Heidelberg, Germany, when she helped translate for the American military. Some of Bob's army buddies helped set them up. On their way to a USO event, while riding in the back of a jeep, they hit a bump in the road. Lola exclaimed in imperfect English, "Hang me on!" Bob said if a woman tells a GI to "Hang me on," you better believe that he was going to hang on tight. They were married shortly after the war ended in 1945.

Seventy-two years later, Bob decided to do a little something special for his wife on her 90th birthday. He flew in their four children and their spouses to surprise Lola at Club Regina in the Inizio restaurant for her birthday celebration on February 10.

He invited family and 20 Raintree Members who are part of their "second family" to join in the festivities of sandwiches, an open bar, and a Mexican birthday cake called Tres Leches. During the party they laughed and told stories of their courtship and marriage.

When asked how they have been able to stay together for so long, Bob uses an analogy. He said that in the corporate world, if there are two people who agree on everything, then one of them is unnecessary. So, Bob said, Lola and he never agree on anything!

The Koviskes have been retired since 1990. They've traveled the world and have enjoyed long life and marriage. At the time of this writing, they don't have any firm plans for Lola's 100th birthday.



3RD PARTY SCAM

It has come to the attention of Raintree's Member Services department that two companies have recently made attempts to contact Raintree Members claiming to be affiliated with Raintree Vacation Club in an attempt to purchase the Member's timeshare interest and to transfer the timeshare interest to a third-party buyer. The companies are **Expeditions Travel Group, Advantage Property Investments ("API"), CMC Brokerage, LLC., and Bennett & Nelson Properties, LLC.** Please be advised that Raintree Vacation Club is not affiliated in any way with **Expeditions Travel Group, Advantage Property Investments, CMC Brokerage, LLC. or Bennett & Nelson Properties, LLC** and does not explicitly endorse any business exchanges with these companies.

As a reminder, Raintree Vacation Club does not directly contact individual Members to arrange the sale of a member's timeshare interests. Additionally, please note that the only way that funds can be allocated to a Member's account would be through the following channels: paying with a Raintree Vacation Guide by calling 1-800-424-6532, through raintreevacationclub.com after logging in as a Member, sending a check to P.O. Box 29352, Phoenix, AZ, 85038-9352, payable to RVC Members, LLC, or to an account number listed on your maintenance fee statement (for Mexican National Members only).

We strongly urge our Members to please use extreme caution when contacted by individuals or companies who make claims that just seem too good to be true, especially if they involve any upfront fees, including payment of taxes that need to be paid quickly, often times by wire transfer or cashier's check. Before doing anything, do your homework and carefully research the individual or entity involved, because despite having professional-looking salesmen and websites, many of these companies are not legitimate.

Please click [here](#) to see Raintree's latest Notice of Scam Companies Contacting Members.

Also, please note that although Raintree has contracted with a third-party organization to assist with its Sales and Marketing efforts; please remember that Raintree Vacation Club is not affiliated with any third-party timeshare reseller.

If you happen to be contacted by **Expeditions Travel Group, Advantage Property Investments ("API"), CMC Brokerage, LLC., Bennett & Nelson Properties, LLC,** or any other company making similar offers to purchase or rent your timeshare stating they are affiliated with Raintree Vacation Club, we ask you let us know via email at memberservices@raintreeclub.com or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

CURRENCY EXCHANGE LIMIT

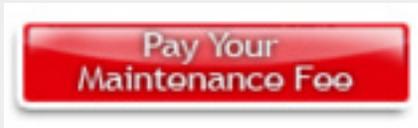
Please be aware that the Mexican government (Sectur) has set limits on the amount of currency that can be exchanged (USD to Mexican pesos) at a hotel. The limits are US\$300 daily for Mexican Nationals, and US\$1,500 daily for all foreigners. There is also a monthly limit for all guests of US\$1,500.

E-STATEMENT ENROLLMENT*

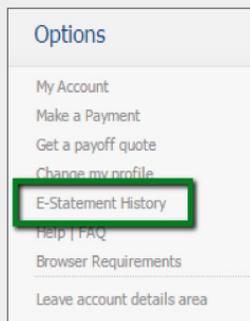
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

Through the maintenance fee section after logging on to www.raintreevacationclub.com with their credentials, Members can opt in to these benefits by following the steps below:

1. Log into raintreevacationclub.com using your personalized credentials and click on **"Pay Your Maintenance Fee"**

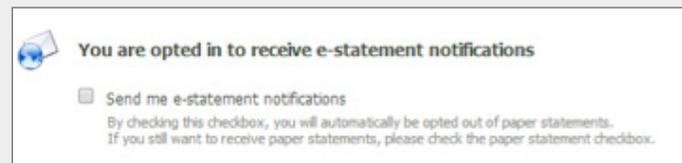


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

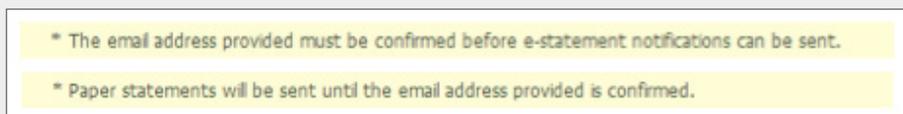


Select the accounts for which you would like to receive E-statements.

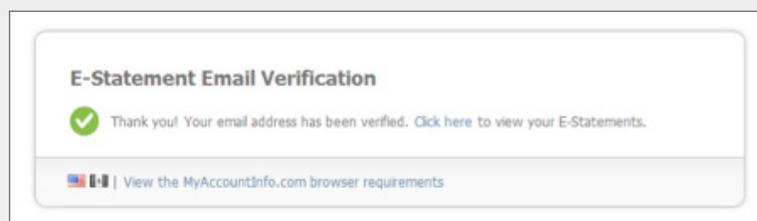
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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, if you need assistance with your credentials or logging into Raintree's website.



RCI[®]

GO

SEDONA, AZ



DO SUMMER YOUR WAY



Hike the deserts of Palm Springs. Relax at the spa in Sedona. Lounge on the beach in Puerto Vallarta.* Whatever your dream vacation looks like, RCI can help you GO there.

PUERTO VALLARTA, MX

PALM SPRINGS, CA

Start searching for the summer exchange vacation that is right for you.

raintreevacationclub.com | 1.800.424.6532

Participation in the RCI Points[®] exchange program as a Raintree member requires an additional fee after the first year of membership.

*These vacations are limited and subject to availability.

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