

# KNOW BEFORE YOU GO



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

## CHECK-IN/OUT

Check in time is 4PM and check out time is 11AM. Our check in office is open 9AM to 5PM. If you will be arriving outside those times, please read our [after-hours policy](#).



## CHARGES AT CHECK-OUT

Daily utility surcharge of \$4.43.

## PARKING

Free Parking is available onsite.

## RESTAURANT

There is no restaurant onsite at this resort.

## EXERCISE FACILITIES

There are no exercise facilities at this resort.

## KIDS CLUB

There is no Kids Club at this resort.

## AMENITIES

There are a number of amenities available at the front desk to help you enjoy your stay.

## BEACH AMENITIES

Items are available on a first come first served basis. Please return items to the office when you are done with them. Beach chairs, mats, flotation noodles and children's beach toys are free.

## BEACH AND POOL CHAIRS

Complimentary on a first come first serve basis.

## POOL TOWELS

Pool towels are provided in your room.

## BOOGIE BOARDS

Boogie boards are available for daily and weekly rental.

## SNORKEL GEAR (MASK, SNORKEL, FIN)

Full sets are available for daily and weekly rental.

## BARBECUES

Onsite by the pool.

## BARBECUE TOOLS AND COOLERS

Complimentary on a first come first served basis.

## COFFEE

We sell 100% Kona coffee in the office, suite F3.

## LAUNDRY/DISHWASHER SOAP, PAPER TOWELS AND TOILETRIES

Laundry detergent, dishwasher soap, paper towels and toiletries are provided upon check in. New toiletries and paper goods are included in the midweek service. Additions beyond these provisions are available for a nominal fee.

## WHAT APPLIANCES/AMENITIES ARE IN THE ROOM?

Iron and ironing board, hairdryer, toaster, blender, coffee maker, Pyrex pans and dishes, frying pans, four sets of dinner dishes, glass and plastic drinking glasses/wine glasses, salt and pepper, ice cube maker or ice cube trays, television in the living room, shampoo, conditioner, soap, lotion and tissues, bathing and pool towels, kitchen towels, pan holders, sponge, dish soap, dishwasher tablets, cutting board, alarm clock, extra blanket/pillows, stack washer and dryer, one complimentary box of Tide, four burner stove, full size oven and fridge, dishwasher, guestbook with TV channels, resort specific info and general island info.

## WELCOME BREAKFAST

Mondays at 9AM. Enjoy a continental breakfast while you learn about island activities.

## WINE AND CHEESE RECEPTION

Thursdays 3:30PM - 5PM. Meet other guests and exchange information about the resort and the Big Island.

## RESTAURANT THE LOCALS LOVE

SAM CHOYS KEAHOU - Here guests can experience the wonderful hospitality of the Hawaiian culture, the sensational aromas of fresh island cooking, and the innovative recipes created by Hawaii's culinary ambassador, Sam Choy.

## ISLAND LAVA JAVA

Island Lava Java, Bistro Grill is Kona's #1 Coffee House and Restaurant. They were voted the "Best Breakfast in Kona" by the readers of West Hawaii Today. In addition, they proudly feature only grass-fed Big Island Beef, Big Island organic goat cheese, locally grown organic produce, and freshly baked house-made breads and desserts.

[DA POKE SHACK](#) - Da Poke Shack, a hole-in-the-wall lunch spot on Alii drive, became the highest-rated restaurant in the US by Yelp reviewers in 2014.

## OUR STAFF RECOMMENDS

MONTHLY "KOKUA KAILUA" VILLAGE STROLL AND HULIHE'E PALACE MONTHLY EVENT - Free Hawaiian music featuring the Merrie Monarchs men's glee club and Kumu Hula Etua Lopes and his Halau Na PuaUi O Hawai'i, on the Palace's South Lawn at 4 p.m. For more information visit [www.historickailuavillage.com](http://www.historickailuavillage.com).

BITE ME FISH MARKET - Bite Me Fish market, at the Honokohau harbor, is a great place to go to enjoy locally caught fresh fish. Stop by for a fresh bite and see the fish weighed in daily. For more information visit [www.bitemefishmarket.com](http://www.bitemefishmarket.com).

MAUNAKEA SUMMIT TOURS - Join Hawaii Forest & Trail tours for a journey through space and time. Climb from sea level to summit in their 4WD van where you will witness a sensational sunset and amazing star gazing show. Their guide will set up an 11 inch Celestron telescope strong enough to see the rings of Saturn and the moons of Jupiter.

MANTA RAY NIGHT DIVING / SNORKELING - Manta ray night diving off of the Kailua-Kona coast was recently ranked among the "Top 10 Dive Sites in the World," by online SCUBA diving magazine DIVE.in. If you are interested in snorkeling or diving on your next trip, let our concierge team know and they can assist you with a discounted reservation.





# Magic Breeze

Raintree is excited and proud to announce the addition of our new Coffee Shop and Bar, Magic Breeze. Conveniently located in the lobby area of each resort, Magic Breeze is already open at Club Regina Los Cabos and Club Regina Puerto Vallarta, and is coming this summer to Club Regina Cancun. Members can enjoy hot beverages and special house-made pastries as well as cocktails and small bites.



Mr. John Harden & Mrs. Sue Gerhard

Mr. Robert & Mrs. Lola Kobiske

## MAGIC BREEZE LOS CABOS

7AM – 11PM

Member Discount Applies to all non-coffee  
Magic Breeze Bar items

## MAGIC BREEZE PUERTO VALLARTA

7AM – 11PM | (closed Tuesdays)

Member discount applies to all non-coffee  
Magic Breeze items





One of the items requested in the Member survey was more information on options available with your Membership. Here is some information on Alliances, and important contact information. This information and more can also be found in the Member User Guides located in the Member Area of [www.raintreevacationclub.com](http://www.raintreevacationclub.com). Please be sure to refer to the User Guide that matches your Membership. Next month we will feature some additional Raintree Alliances, Diamond and Bluegreen powered by Prizzma.

## ALLIANCES

In addition to our group of resorts, Raintree has alliances with some other vacation providers who we feel are of benefit to our Members. Our largest, and probably best known, is Resort Condominiums International (RCI). The world's largest travel exchange network, RCI has nearly 4,500 affiliated resorts in more than 100 countries. They also offer car rentals and airfare.

Most Raintree Memberships include the annual RCI fee (check your User Guide), and RCI travel can be booked directly from the Member Area of [www.raintreevacationclub.com](http://www.raintreevacationclub.com), or through a Raintree Vacation Guide.

There are two main ways you can transact with RCI: RCI Weeks and RCI Points. With both, you deposit RVC Points into your RCI account. You can also transfer your Points into another RVC Member's account if the other Member is also affiliated with RCI.

**RCI WEEKS** - As a Raintree Member, you can trade some or all of your Annual Points Allotment for a seven night exchange vacation, up to two years prior to your check-in date. You can also deposit your Points toward a cruise. Your RVC Membership allows you to utilize the Pending Request feature, which allows you to have a search in RCI's system without first committing your RVC Points. There is a fee due to RCI for each exchange, currently \$219 US for RCI Domestic or International exchanges booked online, and \$229 for the same exchanges booked via the call center. There is a US\$26 fee for saving RCI Points from use year to use year, and a US\$69 fee for an RCI Guest Certificate. RCI fees are subject to change at any time.

**RCI POINTS** - With RCI Points, you can deposit your RVC Points to make reservations for as little as one night and up to ten months prior to your check-in date. You can also book with RCI Partners, using a portion of your Points for discounts on products such as airfare, hotel stays, rental cars, and more. You can reserve up to 365 days prior to the start date of a given service and 33% of your Annual Points Allotment may be used. The current RCI Points access fee for U.S. and Canadian residents is US\$54 and is US\$62 for Latin American residents. This fee is waived during your first use year, and is subject to change at any time. Fees for RCI Points services vary, depending on the RCI Points Partner.

## IMPORTANT CONTACT INFORMATION

**MEMBER SERVICES:** [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com)  
*Information regarding Membership, use of Points, or issues signing in to the Member Area.*

**RAINTREE BLUE:** [raintreeblue@raintreeclub.com](mailto:raintreeblue@raintreeclub.com)  
*Information and assistance regarding Membership.*

**CONTRACTS:** [contracts@raintreeclub.com](mailto:contracts@raintreeclub.com)  
*Request a copy of contract (there may be fees associated with these services).*

**TRANSFERS:** [transfers@raintreeclub.com](mailto:transfers@raintreeclub.com)  
*Add or remove beneficiaries or other Members due to death or divorce or transfer Membership to a third party (there may be fees associated with these services).*

**MAINTENANCE FEES:** [maintenancefee@raintreeclub.com](mailto:maintenancefee@raintreeclub.com)  
*Questions about payments or maintenance fee, issues with duplicate billing, payment plans and options.*

**TRAVEL CONCIERGE:** [travelconciierge@raintreeclub.com](mailto:travelconciierge@raintreeclub.com)  
*Transportation to and from the resort, requests for a special occasion, or general questions about one of our resorts or destinations.*

**RAINTREE VACATION GUIDES:** 1.800.424.6532 or locally at 317.805.9167. Any questions related to reservations and Memberships.

## E-STATEMENT ENROLLMENT

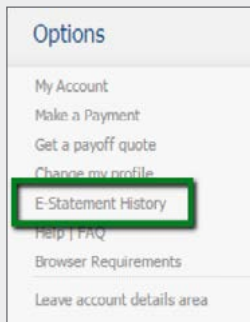
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

Through the maintenance fee section after logging on to [www.raintreevacationclub.com](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"**

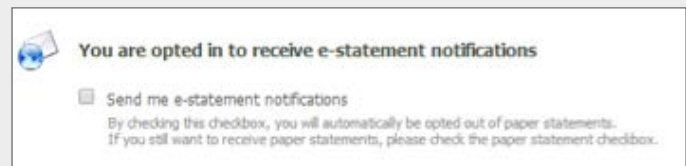


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

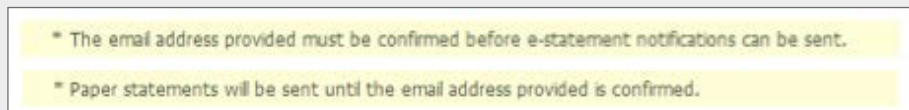


Select the accounts for which you would like to receive E-statements.

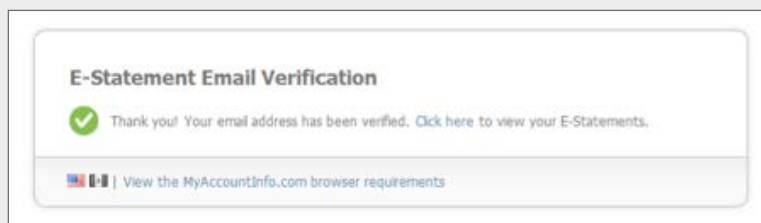
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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.



APRIL 2016 | MEMBERSHIP NOTICE

## 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.

## 3RD PARTY SCAM

Raintree's Member Services department has recently been alerted by some of our Members of several companies claiming to be "Raintree Corporate representatives" contacting Members to collect pending maintenance fees in order to sell, rent, or buy their memberships/weeks. These companies will use fraudulent email addresses that mimic Raintree's email accounts such as "memberservices@raintreevc.com", please note that any communication from Raintree will always use either the raintreeclub.com or raintreeresorts.com e-mail addresses.

We strongly urge our Members to exercise extreme caution when dealing with any companies that promise to sell or transfer your timeshare for an up-front fee or contact you claiming to have a buyer for your timeshare. 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](#).

Please remember that Raintree Vacation Club is not affiliated with any third-party timeshare reseller. If any timeshare sales or rental company claiming to be affiliated with Raintree Vacation Club contacts you, please contact Member Services at 1.800.424.6532 or 317.805.9167 to report such incidents or to verify the validity of statements made by these companies.



# GO on an unforgettable SUMMER ESCAPE!

Let us help you  
GO ON  
VACATION!

CARIBBEAN

Your next summer adventure is just around the corner!

Now is the time to lock in your summer vacation. Try a new destination, explore a new resort and take advantage of all that RCI has to offer. RCI knows how important your vacations are to you—that's why we are here to help you search for the vacation of your dreams.\*



GO search for your RCI vacation by visiting  
**RaintreeVacationClub.com** or call **1.800.424.6532** today!

Visit **RCI.com/Connect** today!



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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