


# SANDCASTLE AT BIRCH BAY

## KNOW BEFORE YOU GO



In this installment in our series, we take a look at **Sandcastle at Birch Bay**. We have included information on the resort, and some suggestions from the local staff.

### CHECK-IN/OUT

Check-in is at 4 p.m. Check-out is at 10 a.m. If you arrive before the room is ready, we can provide you with a key to use the pool area or you can relax on our observation deck or in our Clubroom on the fifth floor.

### CHARGES AT CHECK-OUT

No mandatory charges.

### PARKING

Parking at the Sandcastle is free. You will be issued a parking pass at check in. Campers, trailers, box trucks, motor homes and the like are not permitted to be parked at the resort. Please make other arrangements prior to your arrival. A list of local facilities for storing these types of vehicles and trailers during your stay can be obtained from the resort.

### RESTAURANT

There is a restaurant on the property that is not part of Sandcastle, and is independently owned and operated. Room service and charging to your room are not available.

### POOL & HOT TUB

The outdoor heated pool and hot tub are open daily from 8 a.m. - 10 p.m. Pool towels and pool toys can be checked out from and returned to the Guest Service Desk.

### BBQS

We have two Weber propane BBQs on the observation deck along with three picnic tables. BBQ cooking tools are available from the Guest Service Desk. The BBQs are available on a first come first served basis.

### EXERCISE FACILITIES

The fitness Center is available from 7 a.m. - 11 p.m. daily. Your room key will give you access to the fitness center, and towels are provided.

### YOUNG CHILDREN

Pack-n-plays and highchairs are available by request. While kid friendly, Sandcastle does not have babysitting services or a kid's club.



### HELPFUL INFORMATION

Air conditioning is in the common areas only. The units have ceiling fans, and box fans may be provided upon request.

All units either face the ocean or Mt. Baker:

- 1BD units are all mountain view
- 2BD units are ocean view, partial ocean view, or mountain view
- 3BD units are ocean or partial ocean view



### WHAT'S IN THE ROOM?

ONE BEDROOM: alarm clock, balcony/porch, bath towels, cable TV, DVD player, extra blanket/pillows, flat screen TV, fire place, hairdryer, iron, ironing board, phone, robes, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in master bedroom, TV in the living room, washer/dryer, 6 sets of dinner dishes & utensils, blender, coffee pot, cutting board, dish soap & sponge, dishwasher & dishwasher tablets, four burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker/ice cube trays, kitchen towels & pan holders, microwave, and Pyrex pans and dishes.

TWO BEDROOM: alarm clock, balcony/porch, bath towels, cable TV, DVD player, extra blanket/pillows, flat screen TV, fire place, hairdryer, iron, ironing board, phone, robes, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in all bedrooms, TV in the living room, washer/dryer, 8 sets of dinner dishes & utensils, blender, coffee pot, cutting board, dish soap & sponge, dishwasher & dishwasher tablets, four burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker/ice cube trays, kitchen towels & pan holders, microwave, and Pyrex pans and dishes.

THREE BEDROOM: alarm clock, balcony/porch, bath towels, cable TV, DVD player, extra blanket/pillows, flat screen TV, fire place, hairdryer, iron, ironing board, phone, robes, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in two bedrooms, TV in the living room, washer/dryer, 10 sets of dinner dishes & utensils, blender, coffee pot, cutting board, dish soap & sponge, dishwasher & dishwasher tablets, four burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker/ice cube trays, kitchen towels & pan holders, microwave, and Pyrex pans and dishes.





## RESTAURANTS THE LOCALS AND STAFF LOVE

### [Dutch Mothers Family Restaurant](#)

Self-described as “simple – flavorful – abundant”, Dutch Mothers will not only feed you really well, but also give you a taste of Holland with its charming atmosphere and friendly staff. We recommend the authentic Dutch pancakes (breakfast served all day!), split-pea soup, chicken fried steak, and the Fresh Berry Pie- or anything, really, from their bakery menu. While in Lynden be sure to stop at Bellwood Acres (see below). 405 Front Street Lynden, WA 98264 (360) 354-2174.

### [Peace Arch City Café](#)

This café offers familiar comfort food but with knack for combining ingredients in delightful combinations – the kind you’d never think to do at home! Curried egg salad, pear and prosciutto salad, and the bacon-avocado-brie omelet are just some of our favorites. The menu is also easily personalized, including vegetarian and gluten-free options. Open Tuesday-Saturday for breakfast and lunch. 321 H ST Blaine, WA 98230 (360) 332-5212

### [Packer’s Oyster Bar](#)

Upscale dining in a casual atmosphere, located on the waterfront at Semiahmoo Resort. The glass front 180-degree view of the harbor is perfect for viewing the sunset. In addition to the oysters, we recommend the prawn cocktail or lamb burger. Open daily for lunch and dinner, plus happy hour, and a late night menu Friday & Saturday. 9565 Semiahmoo Parkway, Blaine, WA 98230.



## OUR STAFF RECOMMENDS

### [BelleWood Acres](#)

Carve out an afternoon to spend at Bellewood Acres, home to one of the largest apple orchards in western Washington producing 20 different apple varieties. Here you can pick your own apples, take a tour, shop the 14,000 square foot farm market and gift shop, grab a bite at the Country Café & Bakery, and more. We recommend the farm-to-glass distillery [tour](#) (includes many samples and a private tasting) followed by a slice of pie at the bakery!

### [Point Whitehorn Marine Reserve](#)

Point Whitehorn Marine Reserve features 54 acres of forest, bluff and beach, with a 3/4 mile fully accessible trail to spectacular panoramic viewpoints of the Strait of Georgia and San Juan Islands. An easy trail of switchback path descends from the bluff to access a windswept cobble beach on the Puget Sound.

### [Semiahmoo Spit](#)

A sweeping gaze from this narrow coastal land (“spit”) takes in two countries, two mountain ranges (North Shore Mountains and Mount Baker), and two bodies of water (Drayton Harbor and Semiahmoo Bay). Great for varied levels of hiking, biking, or kayaking. It is also one of the premier coastal birding sites in Washington where you can reliably see many species including eagles, falcon, heron, grebe, loon, ducks, and more.





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

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

**I was hired to be a Raintree Vacation Club Guide on November 27, 2016.**

What do you like most about your job?

**The interaction with our Members is often satisfying, helping people find their dream vacations and knowing they are leaving the conversation satisfied is truly uplifting.**

What are some travel tips you have for our Members?

**People often forget sunscreen. So make sure you bring sunscreen and apply generously.**

What is your best memory of working with Raintree?

**I think anytime I can make my co-workers laugh and lift their spirits. It makes for a great day.**

What do you like to do in your free time?

**Yoyo, play guitar, and most of all, spend time with my children and wife.**

What is your favorite vacation memory?

**Massanutten, VA this past April. This was our first family vacation and seeing the children enjoy themselves was great!**

What is the one thing that makes you the happiest?

**The one thing that makes me the happiest is my daughter.**

What is your dream destination?

**A cruise with my wife.**



## NEW SCAMMER NOTICE

We have become aware of an entity named **Equity Acquisition Services Inc.** ("EAS"), operated by **Neil Paulsen and Ricardo Rojas**, with possible involvement of another individual, **Giorgio Tarabusi**. EAS offers to either cancel timeshare memberships for upfront fees or purports to take ownership of an existing timeshare membership to allow the current owner to purchase a new timeshare membership from a different developer. In some instances, this entity has asked potential victims for a limited power of attorney and the user name and password to access the victim's Raintree account. Unbeknownst to the current owner, EAS never takes ownership of the timeshare membership at all, thereby causing the current owner to be potentially in breach of the terms of his/her timeshare membership and possibly incurring further legal liability.

We have also become aware of an entity named **Expeditions Travel Group** ("ETG") which has contacted various Raintree Vacation Club members with offers to sell or rent their timeshare interests for what we believe to be wholly unrealistic sale/rental prices. If agreeable, the owners enter into an agreement with another entity named **Dogwood Title** and are later asked to send several thousand dollars to the Mexican government for taxes. If the owners refuse, they are threatened with legal action for breach of contract. Alternatively, ETG also offers to rent out a timeshare owner's weeks. Once a rental agreement has been entered into, ETG then demands all maintenance fees for the weeks to be rented be prepaid to it. Owners who refuse are again threatened with a lawsuit for breach of contract. Unfortunately, once either the purported real estate taxes or maintenance fees are paid, ETG ceases all communications and never carries through on its promises.

**We urge you to exercise extreme caution if you are contacted by these entities. If you are contacted, please call Member Services at 1.800.424.6532 / 317.805.9167 for further assistance.**

**Please also be aware of the following entities which also try to perpetuate similar schemes (in alphabetical order):**

**Advantage Property Investments  
Broad Horizons Travel  
CMC Brokerage LLC (Cincinnati Brokerage LLC)  
First Allied Properties Inc.  
Going To Places Travel Services  
Midwest Property Investment, LLC.  
New York Real Estate Group  
Timeshare Exit Team (Reedhein & Associates)**

When contacted by anyone offering to sell, rent or otherwise dispose of 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.**
- **Use of name and trademarks of Raintree Vacation Club ("RVC") on 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**
- **Claim that the entity/individual is affiliated/employed with Raintree Vacation Club**

We strongly urge our Members to use extreme caution when contacted by individuals or companies who make claims that just seem too good to be true. Before doing anything, carefully research the individual or entity involved. Despite having professional-looking salesmen and websites, many of these companies are not legitimate.

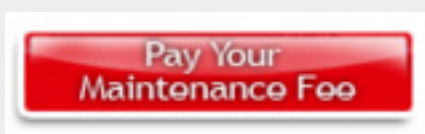
If you happen to be contacted by anyone making offers to purchase or rent your timeshare, please feel free to let us know via email at [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com) or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

## E-STATEMENT ENROLLMENT\*

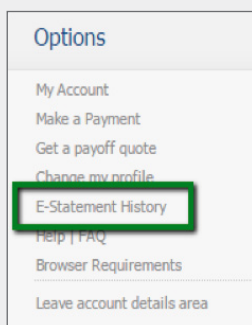
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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"**

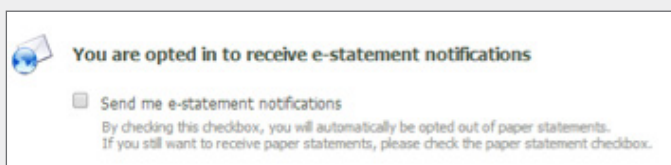


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

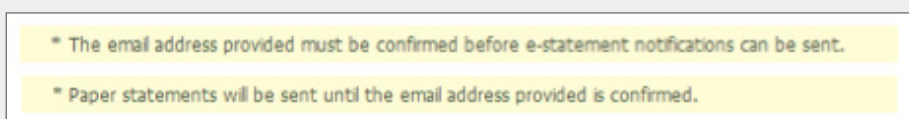


Select the accounts for which you would like to receive E-statements.

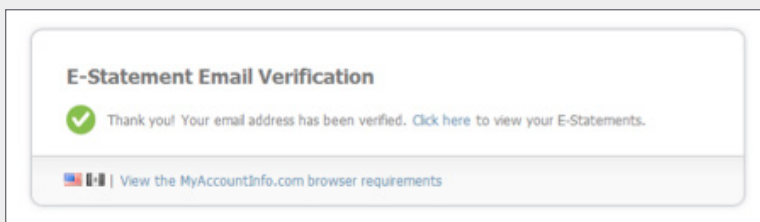
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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.

*\*Only available to Members in the United States*





# seek adventure like a **PRO**

Hike through the canyons of Sedona. Take your family ziplining in Orlando. Join a fishing tour in Glacier National Park.\* No matter what type of adventure you are searching for, RCI is here to help you plan like a PRO.



## **Sedona, Arizona**

Travelers flock to the **ancient red rocks** of this low-key desert town for adventure of all kinds. More than 150 hiking trails snake through the canyons and offer something for leisurely strollers, as well as fitness warriors.



## **Orlando, Florida**

Orlando's **theme parks** capture the imaginations of millions of visitors every year, but the excitement doesn't stop there. The surrounding areas are a playground for active families, offering everything from laser tag to canoeing to ziplining.



## **Glacier National Park, Montana**

Nature and hiking enthusiasts can explore over 730 miles of trails while taking in the jaw dropping scenery of Glacier National Park. Boat tours, horseback riding and fishing are also popular activities.

Start planning your exchange vacation adventure with RCI today!

[raintreevacationclub.com](http://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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