

# RIVER CLUB

## KNOW BEFORE YOU GO

In this installment in our series, we take a look at River Club.

We have included information on the resort, and some suggestions from the local staff.

### CHECK-IN/OUT

Check-in is from 4pm and check-out is any time before 10am.

### CHARGES AT CHECK-IN/OUT

The River Club has mandatory nightly usage fees of \$25.00 for a two-bedroom unit and \$35.00 for a three-bedroom unit. No departure cleaning fee.

### HOUSEKEEPING

Daily or mid-week housekeeping services are offered for the following fees:

#### TRASH & TOWEL SERVICE:

- Includes refreshing paper products and amenities, and making beds (not changing bed linens).
- \$35.00/2-bedroom unit; \$50.00/3-bedroom unit.

#### DAILY CLEANING SERVICE:

- Includes making the beds, replacing bath and kitchen linens, refreshing paper products and amenities.
- \$55.00/2-bedroom unit; \$80.00/3-bedroom unit.

#### MID-STAY CLEANING SERVICE:

- In addition to daily cleaning services, dust furniture, vacuum carpet, mop floors and change bed linens.
- \$95.00/2-bedroom unit; \$125.00/3-bedroom unit.

The charges for the above services represent a per-clean charge, not per week charge.

### PARKING

Complimentary Valet Parking in our heated garage is available for one car per unit at no charge. Parking for an additional vehicle can be arranged, based on availability, for a fee of \$20 per night.

### RESTAURANT

There is no restaurant onsite at this resort, however there is a Club Lounge and private bar. Whether coming down for morning coffee or simply looking for a quiet nook to cuddle up in with a book, the Club Lounge is a popular spot for many. It features:

- Complimentary Coffee & Tea
- Warm cookies in the mornings
- Family board games
- Front patio, cozy nooks, fireplace, and view of the San Miguel River

The Private Bar offers wines, beers and cocktails and weekly catered events in season with complimentary beer, wine and appetizers.

### POOL(S)

There is no pool at this resort.

### BBQS

There is a gas grill available for guest use by request.

### LAUNDRY

There is a washer and dryer located in each residence.

### EXERCISE FACILITIES

There are a fitness center and natural stone hot tub located on-site. The River Club Fitness Center provides the perfect spot to maintain

your regular exercise routine. Whether yoga, cardio, or weight lifting is your preferred way to stay in shape, our 24-hour facility offers a variety of equipment to meet your needs. Sitting on the banks of the San Miguel River, the River Club's natural stone hot tub is designed to mimic a natural mountain hot spring, giving its occupants a seamless immersion into nature. The waterfall is sure to relax your mind and body after an adventurous day in the great outdoors.

### KIDS CLUB

There is something for children of all ages:

- Library nook
- A Wii gaming system and 3D movies to be enjoyed on a massive HD 70" flat screen
- Complimentary video rental library

The resort also provides strollers, high chairs, Pack-n-Plays, baby cribs and sleds.

### INTERNET ACCESS

Complimentary Wi-Fi is available throughout the River Club.

### PETS

Yes. The River Club offers a very limited number of dog-friendly residences. Guests can request one on a first come, first served basis, by calling the resort directly at (970) 728-3986. You must have confirmation from the resort prior to arrival that a dog-friendly residence is available for your reservation. There is a per-stay pet fee of \$100.

### SEASONAL SERVICES & AMENITIES

Complimentary bicycles. Complimentary ski valet and boot warmer.

### TWO-BEDROOM

Alarm clock, bath towels, Blu-ray player, DirecTV, DVD player, extra blanket/pillows, flat screen TV, fire place, hairdryer, housekeeping (by request for a fee), iron, ironing board, parking space, phone, porch/balcony (some, not all units), robes, safe, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service (for a fee), TV in master bedroom, TV in 2nd bedroom, TV in the living room, washer/dryer, full size refrigerator, full size oven, toaster, microwave, coffee maker, blender, dishwasher & dishwasher tablets, ice cube maker/ice cube trays, 6 sets of dinner dishes & utensils, glass and plastic drinkware, frying pans, cutting board, kitchen towels & pan holders, dish soap & sponge, roll-away bed, crib, pack-n-play, and high chair.

### THREE-BEDROOM

Alarm clock, bath towels, Blu-ray player, DirecTV, DVD player, extra blanket/pillows, flat screen TV, fire place, hairdryer, housekeeping (by request for a fee), iron, ironing board, parking space, phone, porch/balcony (some, not all units), robes, safe, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service (for a fee), TV in master bedroom, TV in 2nd bedroom, TV in the living room, washer/dryer, full size refrigerator, full size oven, toaster, microwave, coffee maker, blender, dishwasher & dishwasher tablets, ice cube maker/ice cube trays, 8 sets of dinner dishes & utensils, glass and plastic drinkware, frying pans, cutting board, kitchen towels & pan holders, dish soap & sponge, roll-away bed, crib, pack-n-play, and high chair.

### RESTAURANTS THE LOCALS AND STAFF LOVE

#### Fine Dining:

**SHERIDAN CHOPHOUSE** – Classic American fare with a variety protein options (trout, elk, chicken, duck, mussels, etc.) Excellent atmosphere and has outdoor dining, as well as brunch every day. 233 W. Colorado Ave., 81435 (970) 728-9100

**COSMOPOLITAN** – Contemporary American Cuisine (& sushi!). A bit more contemporary than the Sheridan and also source a lot of their food locally. They have a great happy hour that includes half off sushi rolls and \$5 cosmos. 301 W. San Juan Ave., 81435 (970) 728-1292

**221 SOUTH OAK** – French cuisine, brunch on Sundays. Local, creative fare and very vegetarian friendly. 221 South Oak Street, 81435 (970) 728-9507

**ALLRED'S** – Located at the mid station of the gondola, enjoy amazing views of the town of Telluride and surrounding mountains. Classic American cuisine, there's something for everyone at Allred's. Gondola Station St. S., 81435 (970) 728-7474

All of these options take reservations and walk-ins.

#### Casual Dining:

**FLORADORA SALOON** – A classic bar menu with surprises! They have the best burgers in town and other options like fish tacos, duck eggrolls, ramen, huge salads, and delicious brunch on Saturdays and Sundays. 103 W. Colorado Ave., 81435 (970) 728-8884

**BROWN DOG PIZZA** – Best pizza in town! Try a local favorite, any of the deep dish Detroit pizzas. Great for a beer and sports. They also sell pizza by the slice. 110 E. Colorado Ave., 81435 (970) 728-8046

**LA COCINA DE LUZ** – Mexican/American, all fresh & organic ingredients with lots of options and large portions. 123 E. Colorado Ave., 81435 (970) 728-9355

**THE BUTCHER AND THE BAKER** – A blend of casual/fine dining. Stop by the deli counter for a quick breakfast or lunch, dine in or to go. Their sit down dinners are quaint and feature unique specials. 201 E. Colorado Ave., 81435 (970) 728-2899

**SIAM** – Bustling restaurant featuring traditional Thai plates, cocktails, and outdoor seating with occasional live music. It is conveniently located just around the corner from The River Club. 200 S. Davis, 81435 (970) 728-6886

None of these options take reservations and seating is available on a first come, first served basis.

### OUR STAFF RECOMMENDS

**SUMMER:** Hiking trails (see our Concierge & Valet staff for details on our favorites!) Paddle boarding local lakes & rivers, fly fishing, 4x4 Jeep tours and mountain biking. Our Concierge is happy to assist with gear rental, directions and recommendations based on skill levels.

**WINTER:** Skiing, of course! Don't miss apres at one of the many on-mountain restaurants like Alpino Vino, the highest fine dining restaurant in North America, or "the beach" at Gorrono Ranch for live music, hot food & corn hole. We also recommend trying ice skating, Nordic skiing, and snow-shoeing. You can visit hot springs for a soak or catch a movie at the Nugget Theatre.

All year long there are opportunities to enjoy events from Telluride Arts like live theater, comedy, and open gallery walks. The music scene in Telluride thrives with shows at the Sheridan

Opera House, The Moon at O'Bannons, and Club Red. Telluride Historical Museum offers excellent programs and exhibits as well as guided walks through town.





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

*Since December of 2015.*

*What do you like most about your job?*

*The people I work with.*

*What are some travel tips you have for our Members?*

*Tell Members to be sure in taking in the local scene at our locations. I try to pass that on.*

**MEMBERS OFTEN MENTION THE RAINTREE VACATION GUIDES THEY HAVE SPOKEN TO AT THE CALL CENTER IN THE US.**

**THIS MONTH WE MEET DAN.**

*What do you like to do in your free time?*

*I like to spend time with family, friends, and my dog. I also enjoy riding my bike.*

*What is your favorite vacation memory?*

*Going to Ireland and seeing the Cliffs of Moher! They are just amazing.*

*What is your dream destination?*

*I have always wanted to see the Nile and the great Pyramids.*



# TIPS FROM A RAINTREE VACATION CLUB INSIDER

Hi there, Sharon again, Sr. Supervisor of Member Services and seasoned Raintree Vacation Club employee, here to give you tips on how to improve your chances in booking that Holiday Week!

**Make sure that your Maintenance Fees are current:** Raintree's policy states that Members must be current on their maintenance fees to make reservations. Members can log on to Raintree's Website and pay their maintenance fee whenever it's convenient for them without the hassle of a long hold time or waiting for business hours.

**Members can make reservations Online before the call center even opens:** Members are able to make reservations up to 365 days prior to check-in, but to make reservations by calling a Raintree Vacation Guide they would need to call during the call center's scheduled hours. Since inventory is loaded into Raintree's reservations system daily, Members booking online have access to this inventory hours ahead of Members that are calling in to make reservations!

**Take advantage of Raintree's Flexible Cancellation Policy:** Raintree's cancellation policy allows Members to cancel their reservation up to 90 days prior to their check-in date with no penalty. Since Members can book up to 365 days in advance, they can go ahead and reserve the week and then have the option to cancel if their plans don't pan out. Please feel free to view the full cancellation policy in the Member User Guide found on Raintree's website.

Happy planning and safe travels!

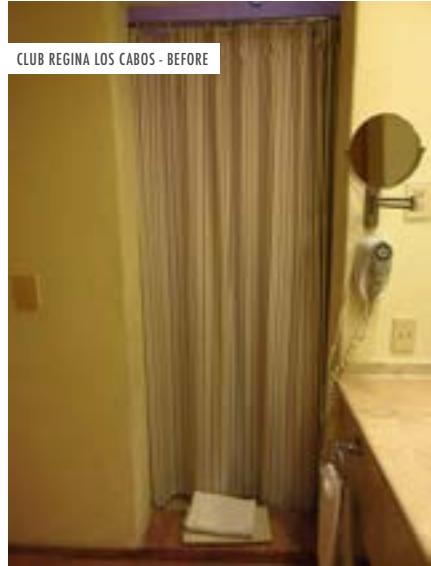
# TAKING A LOOK AT THE BATHROOM AND JETTED TUB UPGRADES AT THE CLUB REGINA RESORTS IN CANCUN, LOS CABOS, AND PUERTO VALLARTA

Raintree's goal is always to provide memorable vacations for our Members. One way we do that is our continuous program to maintain and upgrade the resorts. In many cases, we perform the work in phases, as to mitigate the impact on our Member's vacations.

There is a balance to be maintained between keeping maintenance fees as low as we can, while also keeping the resorts in the best possible condition. Additionally, many improvement projects require taking units out of service, and we try to minimize the effect that will have on Members as much as possible. Over the past few years we have been working on improvements in the bathrooms at the three Club Regina resorts, and we wanted to share that work with you.



In Club Regina Puerto Vallarta, we are currently working on phase four of our five-part shower conversion project. We are removing the sliding glass doors and tubs, and replacing them with a large walk-in shower. In Cancun, we are on the third and final phase of replacing the tile shower/tub combinations with a walk in shower. We are also working on the first of two phases to replace the jetted tubs. In Los Cabos, we are installing shower doors and this project will be done in three phases. We are also in process on the second, and final, phase of refinishing the jetted tubs at the resort.



Please take a moment to review the before and after pictures we have included, that show the tremendous difference this work is making at the resorts. We will continue to provide you with information on our improvement projects, both those you can see when you visit, and those that go on behind the scenes.



## E-STATEMENT ENROLLMENT\*

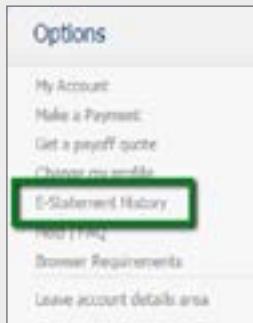
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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://www.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.

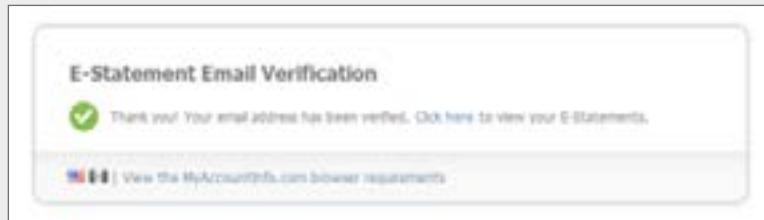
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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:

\* The email address provided must be confirmed before e-statement notifications can be sent.  
 \* Paper statements will be sent until the email address provided is confirmed.

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



DECEMBER 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

At Raintree Vacation Club (RVC), protection of your personal information is a priority. While RVC has various security measures in place to protect your data, it is also very important that you do not provide any personal information or any other information regarding your timeshare membership to third parties not doing business with or related to RVC.

This is especially important when you are being contacted by anyone offering to sell or otherwise transfer your timeshare membership, especially in cases where the sale or transfer requires you to pay upfront fees to consummate such sale or transfer.

We recently became aware of two entities who falsely claim to have business relationships with RVC and who offer to sell or transfer timeshare memberships for upfront fees. In some instances, these two entities have even misappropriated the logo, office address and phone numbers of RVC as well as other information pertaining to RVC.

The names of these two entities are **Golden Oakmont, Inc.** and **Liberty Royal Title Company**. Please be apprised that RVC has absolutely no relationship with these two entities and/or any other reseller. As such, we urge you to exercise extreme caution if you are contacted by either of these entities or, or for that matter, any other reseller.

If you do decide to work with a reseller, please understand that you do so at your own risk. In such case, please also remember that under the terms of your membership agreement, you and the purchaser/transferee must provide certain information and documentation to RVC before the sale or transfer can be completed. Until such information and documentation has been approved, RVC will not recognize any sale or transfer.

If you are contacted by anyone claiming to either be RVC or otherwise affiliated with RVC with an offer to purchase or rent your timeshare, please contact Member Services at 1.800.424.6532 / 317.805.9167 for further assistance.



# Get a head start on your 2017 vacation planning



It's time to start thinking about a new year filled with new vacation memories. The earlier you start to plan, the more vacation options you'll have to choose from.<sup>1</sup>

Already have the perfect destination in mind? **Start an Ongoing Search** to have RCI notify you when the exchange vacation you requested is available.<sup>2</sup>

## Start planning today!

Call **1.800.424.6532** or login to **[raintreevacationclub.com](http://raintreevacationclub.com)**  
to link to your RCI® subscribing member account.

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

<sup>1</sup> These vacations are limited and subject to availability.

<sup>2</sup> The current RCI Exchange Fee is required to set up an Ongoing Search. The Exchange Fee may be refundable if no match is found, provided the member is otherwise in full compliance with all applicable exchange program requirements.

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