

KNOW BEFORE YOU GO

CLUB REGINA PUERTO VALLARTA



POOL TOWELS

The towel stand located near the pool is open from 9 am - 6 pm daily. At check in Members are provided with one towel card for each two people staying in the room (one card = two towels). Just hand the attendant your card to receive your towels. When you return your towels you will receive your card back.

BEACH VENDORS

We know that some Members love bartering with and purchasing from beach vendors while others would prefer to be undisturbed while sunning so we have set up a white chain on the beach. Vendors can approach Members outside the chain, but cannot come in. Our wonderful security team ensures this policy is enforced.



Many of us like to plan out our vacations before we even leave home (and many are more spur of the moment). For the planners, we would like to provide you with some information you may want to have when planning your stay at Club Regina Puerto Vallarta.

CHECK-IN/OUT

Club Regina Puerto Vallarta loves to welcome you to your "home away from home", and our staff will do their best in order to exceed your expectations! We kindly remind you that check-in time is at 4:00 pm and check-out at 10:00 am.

If your arrival is planned before 4:00 pm, we invite you to enjoy the facilities of the Club or relax having lunch or drinks at Tenampa, our snack and pool bar.

RESTAURANT AND MINI MART HOURS

INIZIO: Breakfast 7AM - 12PM | Dinner 6:00PM -10:30PM (Ext. 2121)

TENAMPA: 10AM - 6PM (Ext. 5311)

ROOM SERVICE: 7:00AM - 10:30PM (Ext. 2121)

MINI MART: 7:00AM - 10:30PM (Ext. 5218)

Please note that hours may change during slower seasons.

THEME NIGHTS

Enjoy our theme buffets and drink specials. Monday nights in the garden area we have a Mexican buffet with 2 for 1 margaritas and on Thursdays enjoy our BBQ Grill buffet with 2 for 1 on house wine.

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

HAPPY HOUR

Even though every hour is happy at Club Regina Puerto Vallarta, there is extra reason to smile with our drink specials at Tenampa Pool Bar from 3 pm - 4 pm and Bar Vajra from 6 pm - 7 pm daily.

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.

RESTAURANTS THE LOCALS LOVE

Although you could easily spend your whole vacation without leaving our wonderful resort, sometimes it's fun to dine in town. Here are a few casual places we love:

FREDY'S TUCAN RESTAURANT & BAR (Breakfast):

We recommend the in house baked goods

Basilio Badillo 245 Corner of I.L. Vallarta, Col. E. Zapata, 322.223.0778 www.fredystucan.com

OCHO TOSTADAS (Lunch):

We recommend the marlin tostadas, empanadas, and shrimp aguachile

Local 28-29, Marina Vallarta, 322.209.1508

MARGARITA GRILL (Dinner):

We recommend tableside salsa and guacamole made with a molcajete

321 Col. Emiliano Zapata, Puerto Vallarta, 48310, 322.222.9755



e-NEWSLETTER & e-UPDATE

MEMBER SURVEY

We want to thank everyone who took the time to complete the e-Update survey we sent out last month. Your input will help us shape the content of this monthly Member communication moving forward, and you will start to see changes with this issue. We thought you would be interested in the feedback from your fellow Members. In most cases you showed by an overwhelming margin (at least 80%) the information you would like to receive or continue to receive. You would like to continue to receive information on all Raintree resorts, and not just ones you have reservations to visit. Detailed resort information regarding amenities, unit types, location, etc., are important to you, as are resort notices and updates. You would like us to present insider information directly from the resort staff (see the restaurant recommendations in this issue). Also of interest is historical, geographical, and cultural information about our destinations. Results were mixed on interest in higher exertion-level activities, and strong for leisurely activities like cultural tours, activity specials, and local events like the Sundance Film Festival. Another item you want to continue to see is resort dining and drink specials (included for Club Regina Puerto Vallarta in [this edition](#)).

Raintree appreciates our Members taking the time to send us additional comments regarding our monthly communications. Thank you for the positive feedback on what we have sent to date. Members suggested we provide information on how to best use your Membership and in coming issues we will have information on items like booking at Associate resorts, utilizing an RCI exchange, and accelerating your Annual Points Usage. A number of Members also expressed interest in what you have to say. They would like to hear which Raintree resorts you have visited, and any tips you have for your fellow Members.

Again thank you for your participation and for helping us to keep sending you the information you want to see.

E-STATEMENT ENROLLMENT*

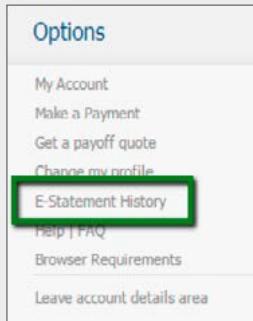
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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:

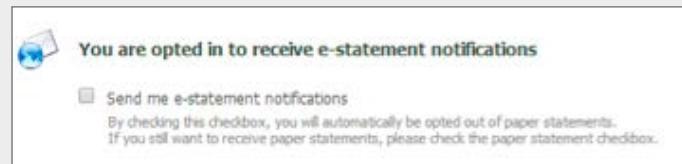
1. Log into raintreevacationclub.com using your personalized credentials and click on "**Pay Your Maintenance Fee**"



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.

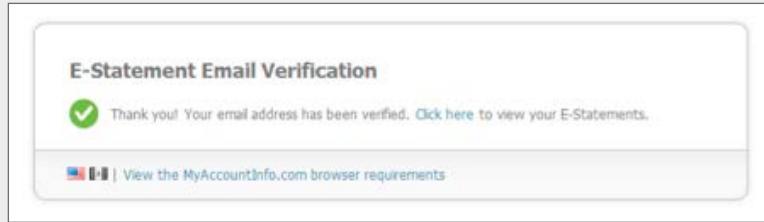
Select an email address by using the "**Select an Email Address**" drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the "**Enter in an email address**" box.

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:

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

*Only available to Members in the United States



JANUARY 2016 | MEMBERSHIP NOTICE

ROOM UPGRADE POLICY

Did you know Members are able to request accommodation upgrades in advance of their arrival at the resort? If this is of interest, you may contact a Raintree Vacation Guide from fifteen days to twenty-four hours before your confirmed check-in date to request a unit size or level upgrade at no additional charge. This benefit is based on availability at time of check in; if available, you will be upgraded by one unit size. Please note that any requests for Room Requests and/or Room Upgrades are only requests and are not guaranteed. Room numbers are not confirmed until check-in. Room Requests and upgrades are subject to resort availability at the time of check in. Room requests and upgrades can only be processed by calling a Raintree Vacation Guide. Room or Upgrade requests made directly to resorts cannot be honored. Please note: Guests of Members do not qualify for these benefits.

MEXICO CITY OFFICE MOVE

Please note that as of January 15, 2016, Raintree's Mexico City office will have a new location. If you want to send mail to the Raintree Vacation Club office in Mexico City, please use the following address:

Avenida Revolución no. 1909, 10th floor
Colonia San Ángel
Delegación Alvaro Obregón
C.P. 01000
México DF.

Mail that was sent to the current address will be forwarded for a short time.

The phone number has also changed. The new number is 011.5255.5550 3640. If you have any questions, please notify a Raintree Vacation Guide at 1.800.424.6532 or 317.805.9167 or memberservices@raintreeclub.com.



JANUARY 2016 | MEMBERSHIP NOTICE

3RD PARTY SCAM

Raintree's Member Services department has recently been alerted by some of our Members of a transfer company called "Pacific Transfers". This company, which may go by many other names including Resort Member Association and the Cure Company, claims to facilitate the transfer of a Member's timeshare to a third party for a fee. Please be advised that Raintree Vacation Club is not affiliated with Pacific Transfers and does not explicitly endorse any business exchanges with this company.

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 a news report regarding Scam Transfer Companies.

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.



GO

get a jump on 2016

NEW HAMPSHIRE

Let us help you
GO ON
VACATION!

As 2015 starts coming to a close, it's time to think about a new year filled with vacation memories.

With approximately 4,500 affiliated resorts in more than 100 countries, there are so many opportunities to make those memories with an RCI® exchange.



GO search for your RCI vacation by visiting

RaintreeVacationClub.com or call **1.800.424.6532** 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.

CST: 2046555-50. Registration as a seller of travel does not constitute approval by the State of California. Fla. Seller of Travel Reg. No. ST-26552. **Nevada Seller of Travel Registration No. 2002-0793.** Washington Seller of Travel Reg. No. 602357907.

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