

# KONA REEF

## KNOW BEFORE YOU GO

In this installment in our series, we take a look at Kona Reef. 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 - 5PM. If you will be arriving outside those times, please read our [after-hours policy](#).

### CHARGES AT CHECK-OUT

There is a utility surcharge of \$4.43/day and a TAT tax \$6.98/day.

### PARKING

Free covered parking is available onsite.

### RESTAURANT

There is no restaurant onsite at this resort.

### EXERCISE FACILITIES

There are no exercise facilities at this resort.

### POOL AREA

The resort has one outdoor heated pool and hot tub. Pool towels are provided in your room.

### BEACH AMENITIES

Items are available on a first come first served basis. Please return items to the office when you are done with them. Mats, flotation noodles, and children's beach toys are free. The following equipment can be rented for \$5/day or \$20/week: beach chair, boogie board, snorkel equipment, coolers.

### BARBECUES

Onsite by the pool. Barbecue tools are 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.



### WELCOME BREAKFAST

Mondays at 9:15AM. Enjoy a continental breakfast while you learn about island activities. To book all your discounted activities, please contact concierge.

### WINE AND CHEESE RECEPTION

Thursdays 3:30PM – 4:30PM. Meet other guests and exchange information about the resort and the Big Island.

### RESORT UPDATES

The HVAC split unit installation project has been completed - this means all units at the resort have air conditioning throughout the unit, no longer only in the living room. Additionally, Kona Reef has a cheerful new check-in area:



### WHAT'S IN THE ROOM?

Kona Reef's spacious 1-bedroom suites feature the following: Air conditioning, alarm clock, balcony/patio (lanai), bathing & pool towels, ceiling fans, extra blanket/pillows, full kitchen, hairdryer, iron & ironing board, shampoo & conditioner, soap & lotion, TV in the living room, TV in the bedroom, washer and dryer, and one complimentary box of Tide.

*Full Kitchen:* Full size refrigerator, 4 burner stove, full size oven, toaster, microwave, coffee maker, blender, dishwasher & dishwasher tablets, ice maker/ice trays, frying pans, Pyrex pans and dishes, cutting board, kitchen towels & pan holders, dish soap & sponge, paper towels, glass and plastic drinkware, and 4 sets of dinner dishes & utensils.





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## RESTAURANTS THE LOCALS AND STAFF LOVE

### 1. Fosters Kitchen

Just 5 minutes up the road, Fosters Kitchen offers a great innovation on American comfort classics. Known as a “scratch kitchen” – vast majority of the menu is produced in-house and from scratch – 80% to 90% of all of the produce used comes from Hawaii and all ingredients are fresh and never frozen. From flatbreads and salads, wings and sliders, to country fried pork chops and cheesy shrimp and grits, it’s all about doing it the right way at this airy second-floor space with fantastic views of downtown Kona. Open daily from 11am-10pm with two happy hours (3pm - 5pm and 9pm - 10pm).

### 2. Umekes Fishmarket Bar And Grill

Said to have the best poke on the island, Umekes Fishmarket Bar and Grill serves fresh seafood and other Hawaiian favorites in a spacious, laid-back setting with a full bar. If you want to follow the locals, come by and see what it’s all about. Open Monday to Friday, 11am - 9pm; Saturday 11am - 5pm; closed Sunday.

### 3. Kona Brewing Company

Whether on the 2,000-square-foot outdoor lanai, surrounded by lush tropical vegetation and tiki torches, or inside at the air conditioned bar or dining area, locals love Kona Pub & Brewery for the innovative pupus and sandwiches, hand tossed gourmet pizzas, and fresh desserts. And some come just for the prime selection of handcrafted ales and lagers - including several specialty beers and pub exclusives! Open daily from 11am - 10pm. Brewery tours are available daily at 10:30am and 3pm.



## OUR STAFF RECOMMENDS

### 4. Monthly Kokua Kailua Village Stroll

Stroll the historic Kailua Village and enjoy musicians, artists, merchants and restaurants. Sundays 1pm - 6pm, with free Hawaiian entertainment at Hulihee Palace beginning at 4pm.

### 5. Mauna Kea Summit

If on the Big Island, many say visiting Mauna Kea Summit - the tallest mountain in the world - is a must! Some of the clearest air on the planet can be found here, which means the star gazing is mind blowing. As a prelude during the day - hike, rent a car, or take a guided tour up the Summit to visit an Observatory or over to Lake Waiau and watch the sunset. The Visitor Center is open daily from 12pm - 10pm; check out the solar telescope, acclimate to the altitude, or talk with guides and Mauna Kea Rangers ready to answer all your questions.

### 6. Ocean Rider Seahorse Farm

Come shake hands with a pregnant male seahorse! Explore the mysteries of the coral reefs at this 3 acre ocean-front living seahorse museum, and learn ways to save the seahorse from extinction. You will see seahorse babies, pregnant males, and sea dragons from all over the world. They also have an aquarium with more than half the world’s 36 species of seahorses on display, an interactive tide pool, and a fish feeding station for the children. Tours are available Monday through Friday at 10am, 12pm, and 2pm, and take between 1 and 1.5 hours.





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

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

**I was hired to be a Raintree Vacation Club Guide in September of 2016.**

What do you like most about your job?

**I love the people I work with, the people I speak with, the fact that I can be a little goofy in a professional way, and bring some joy into the world.**

What are some travel tips you have for our Members?

**Plan early, be flexible, kindness will get you everything, it never hurts to ask, and reach out for help if needed.**

What is your best memory of working with Raintree?

**It really is difficult to choose. I do enjoy some down time with my fellow guides and laughing with one another, yet there was a certain time that reminded me of my teaching days and what a rewarding feeling teaching can be.**

What do you like to do in your free time?

**In my free time I usually do a jigsaw puzzle. At home I spend time with family and I dabble in photography, as well as photo and video editing. I have done some weddings, senior photos, engagement/save the dates, and family photos.**

What is your favorite vacation memory?

**Choosing a favorite vacation is much like choosing a favorite child, they are all wonderful in their own way! My family has a tradition of going to French Lick almost every year since I was about 10 years old. French Lick is like going home. My family and extended family (11 of us) all went to Disney together - that trip was a once in a lifetime! The most romantic vacation was the cruise my husband and I went on in 2004 to San Juan, St. Maarten, and St. Thomas. We had not had a honeymoon so we celebrated our 3rd anniversary as we pulled into port in San Juan.**

What is the one thing that makes you the happiest?

**The one thing that makes me the happiest is to have my family all gathered together, playing games, and laughing.**

What is your dream destination?

**Somewhere Caribbean with ice blue water, where I can sit on my balcony and watch the waves in the morning over coffee and listen to the waves roll as I'm falling asleep at night.**



## 3RD PARTY SCAM

It has come to the attention of Raintree's Member Services department that several 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 the following:

- **First Allied Properties Inc.**
- **Advantage Property Investments**
- **Midwest Property Investment, LLC.**
- **CMC Brokerage LLC (Cincinnati Brokerage LLC)**
- **New York Real Estate Group**
- **Timeshare Exit Team (Reedhein & Associates)**

Please be advised that Raintree Vacation Club is not affiliated in any way with any of these companies 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](http://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 these 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](mailto:memberservices@raintreeclub.com) or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

## CURRENCY EXCHANGE LIMIT

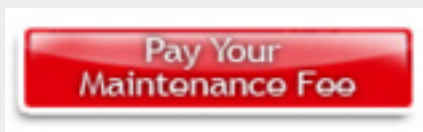
Please be aware that the Mexican government (Sectur) has set limits on the amount of currency that can be exchanged (USD to Mexican pesos) at a hotel. The limits are US\$300 daily for Mexican Nationals, and US\$1,500 daily for all foreigners. There is also a monthly limit for all guests of US\$1,500.

## E-STATEMENT ENROLLMENT\*

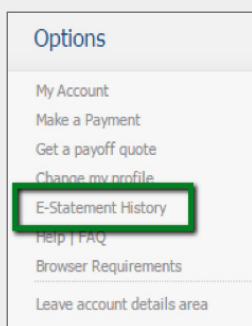
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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

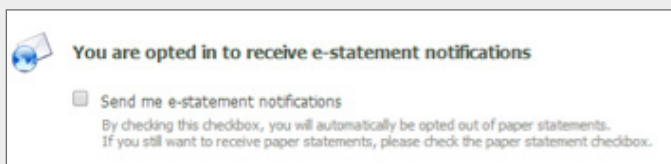


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

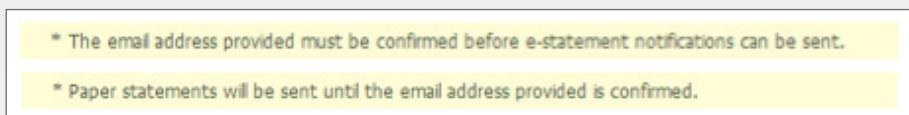


Select the accounts for which you would like to receive E-statements.

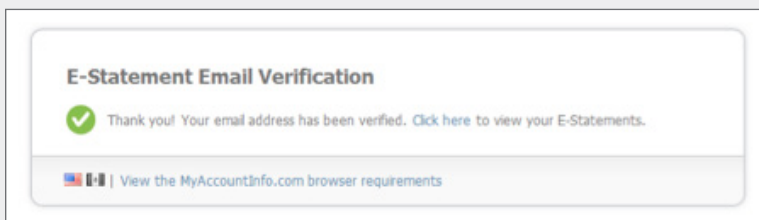
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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.





# 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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