

KNOW BEFORE YOU GO

CLUB REGINA CANCUN



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

CHECK-IN/OUT

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 our Pool Bar.

CHARGES AT CHECK-OUT

We wanted to take this opportunity to advise you of amounts that will appear on your statement at check-out.

LODGING TAX: A mandatory tax of 3% is required by law to be paid by Members by check out.

HOUSEKEEPING FEES: A gratuity for housekeeping services is automatically added to your bill. The amount is dependent on the size of the unit. *Please note that this fee is optional. If you have any questions or concerns please contact the front desk.*

CHRISTEL HOUSE: A donation of US \$10.00 is added to your statement for each week of your stay. All of this money goes to [Christel House](#). *Please note that this donation is optional. If you have any questions or concerns please contact the front desk.*

PARKING

Parking is available at a daily rate of US \$11.00.

RESTAURANT AND MINI MART HOURS

Be sure to ask about our all-inclusive plan!

INIZIO: Upscale casual dining (Ext. 7324)

Breakfast: 7AM - 12PM, Dinner: 6:30PM - 10:30PM

POOL BAR: Service from 9AM - 5PM (Ext. 7325)

Lunch: 12PM - 6:00PM

BAR VAJRA: 3:00PM - 10:30PM (Ext. 7321)

MINI MARKET: 7:00AM - 10:30PM (Ext. 7322)

Please note that hours may change during slower seasons.

HAPPY HOUR

POOL BAR: 1:00PM - 2:00PM | **LOBBY BAR:** 3:00PM - 10:30PM

RESTAURANTS THE LOCALS LOVE

VA QUE VA: This outdoor seafood restaurant with live music was founded in 2005 right after Hurricane Wilma. The owner, who at the time was unemployed, began cooking seafood in his house until one day he allowed a client to eat at a plastic table on his terrace, from then on it has become one of the best local restaurants for Cancun locals and visitors. *Address: Region 220 Mz. 38 Lt. 18-19, 77517 Cancun, Q.R. | Telephone: 01.998.255.7435*

TILON JAROCHO: Seafood with Veracruz and Jarocho style cuisine. This restaurant is highly recommended for the food and the live Huapango and Marimba music played in the Jarocho style. *Address: Av. López Portillo, calle 103 Región 101 | Telephone: 998.840.4299*

OUR STAFF RECOMMENDS

PESCADILLAS EL GALEON: This small and simple restaurant is located in a hidden spot near the shore of the Nichupté lagoon, just behind the tourist zone, but away from the noise and bustle. The beautiful architecture welcomes guests with a very sloped staircase (please note this restaurant is not accessible for

THEME NIGHTS

6:30PM - 10:30PM

Saturday: Fajitas Buffet

Sunday: Grill Buffet

Monday: Pasta night

Wednesday: Fine cuts and lobster night

Thursday: Dinner on the beach

Friday: Mexican Buffet

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

SPECIAL PROMOTIONS AT THE POOL AND ON THE BEACH

Monday: Burritos 2 for 200 pesos

Tuesday: Ceviche 2 for 220 pesos

Wednesdays and Fridays: Pizza 2 for 200 pesos

Thursday and Sunday: Hamburgers 2 for 200 pesos and Room Service Pizzas 2 for 200 pesos all day

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.

POOL TOWELS

The towel stand located near the pool is open daily from 9AM to 5PM. At check in Members are provided with one towel card for each person. Just hand the attendant your card to receive your towels (one towel per card). When you return your towel you will receive your card back.

EXERCISE FACILITIES

Gym facilities are located within the Westin resort next door. Hours of operation are 6AM - 10PM, and Sundays 6AM - 8PM. There is no charge for use of basic gym facilities – spa services are not included.

KIDS CLUB

Children 5 to 12 years of age can participate in a variety of activities at our Kids Club, open from 9AM - 5PM Sunday to Friday. This service has a cost of US\$7.00 per day per child.

those with physical challenges). Under a Palapa, guests find cheap plastic chairs and tables, and a big wood stove, which lends a smoky aroma to the air. On other plastic tables, there is a Coleman cooler, a big knife and a cutting table. Nearby is a stereotypical ship's captain, waiting to select, clean and chop the fish (probably a boquinete), into steaks, which then go in a boiling cauldron of oil, flavored by the burning firewood.

After selecting their fish, diners should request pescadillas (fried corn tortilla stuffed with fish). We recommend two or three per person, to be accompanied with a fish ceviche to share at the table. We also recommend a plate (or two) of camarones al mojo de ajo (garlic shrimp). It's a different preparation than the usual, and the result is very interesting; they are not greasy and have a citrus flavor. *Address: Av. Kukulcan s/n Km. 19.4, in front of Hotel Solaris, Cancun*

LOS ARCOS: 100% authentic Mexican cuisine located in downtown Cancun. Monday to Wednesday from 1:00PM – 9:00PM, Thursday to Sunday from 1PM – 1AM. *Address: Av. Yaxchilan Cancun Quintana Roo | Telephone: 8876675*

VALLARTA CHEFS



CORPORATE EXECUTIVE CHEF HIPOLITO DE ANDA (Left)

Chef de Anda oversees the dining establishments at all three Club Regina resorts. With over 22 years experience in the kitchen, he has accumulated a lot of knowledge of different food styles. For four years, Chef de Anda oversaw the program at a resort that provided private chefs for each villa. One aspect he enjoyed in this position was getting to meet celebrities like Michael Douglas and Catherine Zeta-Jones, Tobey Maguire, Brad Pitt, and Mel Gibson. Chef de Anda has also had his own restaurant, which he feels was great experience for his current position. When not in the kitchen, he likes to read, go to the beach with his family, and travel to new places. Chef de Anda's specialties are Mediterranean food and Mexican food. He loves all seafood and prefers a robust salad over a steak.

EXECUTIVE CHEF SEBASTIAN VARONA (Center)

Chef Varona hails from Salamanca, Guanajuato, which is north of Mexico City. Raised in a loving family, he began his cooking career at age 14, spending several years studying and working in the city of Leon, Guanajuato where he learned a lot about the life of a chef. Having an opportunity to become Chef de Cuisine, Chef Varona moved to the United States, where his experiences opened his eyes to the potential of his chosen career. After returning to Mexico he finished his master's degree as a Master Chef of Italian and French Cuisine and began working in major French, Italian and international restaurants, as well as being responsible for catering to major embassies. Throughout this time, Chef Varona has taught gastronomy and cooking workshops and symposiums at universities in Mexico City. He moved to Puerto Vallarta in 2015, falling in love with the place and its people. One of Chef Varona's favorite meals is fresh seafood. He loves everything that comes from the sea and enjoys both sashimi and grilled seafood. He loves to create different flavors and textures, especially to share with his family.

SOUS-CHEF OSCAR FLORES (Right)

Born and raised in Puerto Vallarta, Chef Flores started his cooking career in 1992, at the age of 16. The more he was exposed to cooking techniques, the more he realized this was the career he wanted. Having learned all he could in the kitchen where he worked, Chef Flores moved to Club Regina Puerto Vallarta in 2011. Along the way, Chef Flores has enjoyed some success in cooking competitions. After his good friend Giovanni and he won one of those competitions, Chef Flores was invited to compete in the Gold Chef competition, against other hotel and restaurant chefs. Chef Flores won third place and this allowed him to compete in the much larger Unilever Food Solutions competition, where he did very well. Chef Flores says that each day he learns from Corporate Chef de Anda and Executive Chef Varona the passion of the kitchen and he appreciates the opportunity he has been given to grow and apply his knowledge. Chef Flores' favorite food is seafood, particularly grilled lobster.



CHEF VARONA shared this story with us: "On one occasion while in New York City pursuing my studies at The Culinary Institute of America, I was instructed to bring several bottles of wine to dinner and was told to "slink" it with the conical strainer prior to serving. I had never heard of slinking wine before and was confused by this directive, but I never asked for clarification for fear of looking foolish. Assuming it was a known procedure to help the wine breathe, I attempted to follow the instructions. After failing miserably, my fellow students and I burst into laughter realizing the joke. From that point forward, no matter how reluctant I was to question authority or how absurd the order may seem, I made sure to clarify instructions given to me."



Did You Know...

One of the items requested in the Member survey was more information on options available with your Membership. Here is some information on benefits available with your Membership, 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. Please be sure to refer to the User Guide that matches your Membership. In our next issue we will provide information regarding Alliances.

MEMBERSHIP BENEFITS

GUEST CERTIFICATE: You can give the gift of a vacation to an immediate family member (parents and children) for no charge by obtaining a guest certificate. You can also purchase a guest certificate for anyone outside immediate family. Just call a Raintree Vacation Guide. Rules and any fees for use of Guest Certificates are specific to your Membership type. Please refer to your Membership User Guide for current information.

ACCOMMODATION UPGRADE: Members are able to request a larger size unit and, if one is available, they will receive it free of charge. Contact a Raintree Vacation Guide fifteen days to twenty-four hours before your confirmed check-in date to request a unit size upgrade. Unit size upgrades are assigned at check in and are based on availability. Raintree Blue Members should refer to their User Guide for specific rules surrounding Accommodation Upgrades.

RAINTREE RENTALS: Members receive discounted rental rates at all Raintree Vacation Club resorts. You can also enjoy special rates at select resorts that are not part of Raintree Vacation Club. You can make a Raintree Rental reservation online or through a Raintree Vacation Guide, up to 365 days prior to check in.

POINTS PLUS CASH: If you need more Points than you have left in your Annual Allotment, but don't want to Accelerate or Borrow (see the article in the February e-Update for more information on this); you can purchase extra Points for one-time use. These Points must be purchased at the time of reservation and can only be purchased by calling a Raintree Vacation Guide.

IMPORTANT CONTACT INFORMATION

MEMBER SERVICES: memberservices@raintreeclub.com

Information regarding Membership, use of Points, or issues signing in to the Member Area.

RAINTREE BLUE: raintreeblue@raintreeclub.com

Information and assistance regarding Membership.

CONTRACTS: contracts@raintreeclub.com

Request a copy of contract (there may be fees associated with these services).

TRANSFERS: 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

Questions about payments or maintenance fee, issues with duplicate billing, payment plans and options.

TRAVEL CONCIERGE: travelconcierge@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*

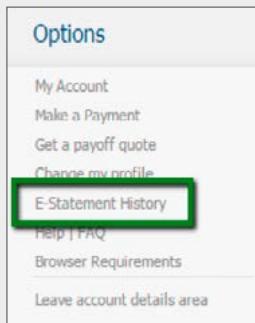
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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

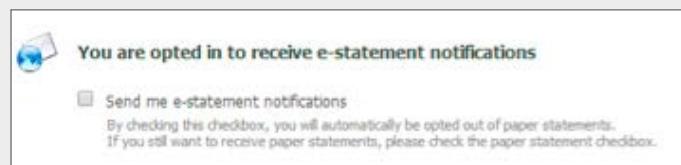


2. In the Options section, select "**E-Statement History**".



3. This will open your E-Statement

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

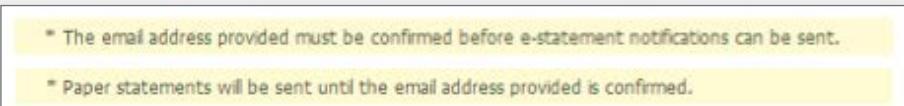


Select the accounts for which you would like to receive E-statements.

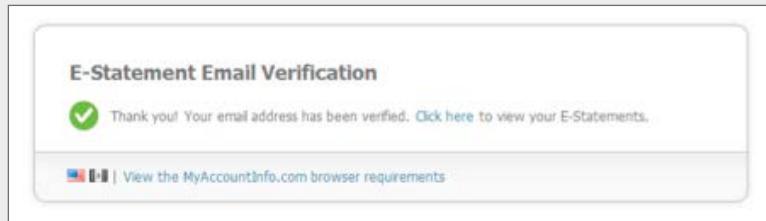
Select an email address by using the "**Select an Email Address**" drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the "**Enter in an email address**" box.

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:



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



MARCH 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 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.

Dare to dream and make the dream come true!

Now is the time to book your
2016
RCI Exchange Vacation!



GET A HEAD START ON THE NEW YEAR!

A new year means new possibilities, and you have great vacation opportunities available with RCI! So whether you enjoy relaxing, adventurous or entertaining vacations, RCI has got you covered for your next dream vacation.



Search for your RCI dream vacation on
RaintreeVacationClub.com or call **1.800.424.6532** today!

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



Participation in the RCI Points(R) 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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