

# KNOW BEFORE YOU GO

In this installment in our series, we take a look at **Cimarron Golf Resort**. 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 p.m. and check-out at 10 a.m. If your arrival is planned before 4 p.m., we invite you to relax pool side.

## PARKING

Free Parking is available onsite.

## FRONT DESK

We have board games, a business center, and a brochure rack with activity information located in the front desk area. We offer complimentary coffee and tea daily, and on Wednesdays at 9:30 a.m. please also enjoy free Danishes as you meet the manager.

## RESTAURANT

There is no restaurant onsite at this resort.

## POOL TOWELS

Pool towels are available at the lobby.

## BARBECUES

Two push button gas barbecue grills are located in the courtyard by the pool for your use.

## GOLF

Golf courses are located within minutes of the resort, with two within walking distance.

## LAUNDRY

Washers and dryers are located in the laundry room beside the swimming pool.

## WHAT'S IN THE ROOM

**STUDIO:** Alarm clock, bath towels, Blu-ray player, cable TV, extra blanket/pillows, flat screen TV, hairdryer, housekeeping, iron, ironing board, phone, pool towels, safe, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in master bedroom, TV in the living room, 4 sets of dinner dishes & utensils, blender, coffee pot, cutting board, dish soap & sponge, dishwasher & dishwasher tablets, compact refrigerator, glass and plastic drinkware, ice cube maker/ice cube trays, kitchen towels & pan holders, compact microwave, Pyrex pans and dishes, toaster oven.

**ONE BEDROOM:** Alarm clock, bath towels, Blu-ray player, cable TV, extra blanket/pillows, flat screen TV, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, safe, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in master bedroom, TV in the living room, 4 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, Pyrex pans and dishes, toaster oven.

## RESTAURANTS THE LOCALS LOVE

Don & Sweet Sue's [www.donandsweetsues.com](http://www.donandsweetsues.com)

Goody's Café [www.thegoodyscafe.com](http://www.thegoodyscafe.com)

La Bella Roma Italian Cuisine

Nicolino's Italian Restaurant [www.nicolinospalmsprings.com](http://www.nicolinospalmsprings.com)

Burgers & Beer [www.burgersandbeer.com](http://www.burgersandbeer.com)

Las Casuelas Terraza [www.lascasuelas.com](http://www.lascasuelas.com)

Lulu's California Bistro [www.lulupalmsprings.com](http://www.lulupalmsprings.com)

Pinocchio in The Desert [www.pinocchiops.com](http://www.pinocchiops.com)

## OUR STAFF RECOMMENDS

**AERIAL TRAMWAY:** The tramway has brought fame and record numbers of visitors to the area for more than 40 years. It is the world's largest single-span lift. Renovated in 2000, its two 360° rotating tram cars transport riders from the desert floor to the 8516-foot Mountain Station in the Mount San Jacinto State Park and Wilderness. The area has miles of hiking and equestrian trails, campsites and a restaurant, cocktail lounge, picnic area and gift shop. During the summer, the Wilderness Trail Ride in Long Valley is available at Mount San Jacinto State Park and Wilderness. The Tramway is open at 10 am weekdays and 8 am on weekends, located on Tramway drive, Chino Canyon off Highway 111. [www.pstramway.com](http://www.pstramway.com)

**BALLOON FLIGHTS:** Savor a morning or an afternoon floating over the desert and mountains in perfect stillness. Several balloon charters are available, including [www.balloonabovethedesert.com](http://www.balloonabovethedesert.com), [www.flyhotairballoons.com](http://www.flyhotairballoons.com), and [www.hotairfun.com](http://www.hotairfun.com).

**DATE GARDENS:** "Date Capital of the World" best describes the Coachella Valley, where many varieties of dates are grown, packaged and shipped all over the world. Palm groves have thrived in this part of the desert since the late 1800s. Many of the date ranches are open to visitors. Several date gardens in the Thermal and Palm Desert are have outdoor tables in a garden setting for enjoying date shakes and homemade date cakes. Shields Date Gardens presents a movie on the history of the date. [www.shieldsdategarden.com](http://www.shieldsdategarden.com)

**WET 'N' WILD (FORMERLY KNOTT'S SOAK CITY):** Fun in the Sun. A family recreational theme park. This 16-acre aquatic playground offers fun for the whole family, from thrill rides to lazy rivers, ocean waves to kiddie pools. Open from March to October. [www.wetnwildpalmsprings.com](http://www.wetnwildpalmsprings.com)

**LAKE CAHUILLA:** Features fishing, boating (non-motorized boats only), swimming and picnicking. Lake Cahuilla is stocked by the Fish and Game Department. A license is required. Picnic grounds with barbecues and tables are available. [www.rivcoparks.org](http://www.rivcoparks.org)

**LIVING DESERT:** Over 1,200 acres, featuring fascinating exhibits of live native mammals and reptiles as well as a visitors center with geologic exhibits of the Coachella Valley. Botanical gardens depict several types of North American desert plant life. [www.livingdesert.org](http://www.livingdesert.org)





**W**hen Bill and Gwen Branvold became Raintree Vacation Club Members 12 years ago, they may not have thought their son would one day get married at a Raintree resort. On Saturday, March 5, 2016, Lars Branvold wed Tiffany Williams at Club Regina Los Cabos. It was a spectacular day, with a most beautiful bride, phenomenal weather, amazing scenery, and every detail covered to perfection. Lars told us "I speak for both of us when I say it was a, "Dream Come True" wedding - we couldn't have written a better story and the amazing staff of Club Regina Los Cabos made this a reality".

Gwen Branvold could not say enough about the contribution to this special day of Club Regina Los Cabos General Manager, Olivia Galeana. Gwen told us Olivia went out of her way to make sure Lars and Tiffany had a storybook wedding, and that the resort could not have done more to make the day perfect. Lars echoed that sentiment, "from the staff at the adult pool, the staff at Inizio, and the staff at the front desk - everyone was wonderful. They made us feel so welcome and appreciated, and we were so grateful to have such incredible people be a part of our wedding day." Olivia says it was a team effort to meet and exceed our Members' expectations, and credits the food and beverage team, chefs, kitchen, housekeeping, maintenance and the steward. The ceremony was held onsite in the canyon, which provided a unique backdrop for the nuptials. We asked Olivia to recall her favorite moment, and she tells us "when the father and uncle of the groom came to me and told me how grateful and happy they were for giving this moment of happiness to the groom and the bride".



Club Regina Los Cabos is perfectly situated to hold small weddings and other celebrations. They have hosted events with from five to 80 people in attendance. Olivia has been part of many weddings and events and tells us the key to success is to "think as a client" and "think ahead and plan for everything". Lars let us know that Tiffany and he can attest that is true. "We would not have changed one thing the Club Regina Los Cabos staff did for our wedding. They did an incredible job and we have been telling all of our friends and family about how amazing they were to us".

*If you are interested in holding your perfect event at Club Regina Los Cabos, please contact Lissette Trujillo at [ltrujillo@raintreeclub.com](mailto:ltrujillo@raintreeclub.com).*



# Did You Know...

One of the items requested in the Member survey was more information on options available with your Membership. Here is some more information on Alliances, 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](http://www.raintreevacationclub.com). Please be sure to refer to the User Guide that matches your Membership. This is the last article in this series. If there is any aspect of your Membership you would like explored in a coming issue, please email us at [newsletter@raintreeclub.com](mailto:newsletter@raintreeclub.com).

## ALLIANCES

In addition to our group of resorts, Raintree has alliances with some other vacation providers who we feel are of benefit to our Members. Last month we discussed RCI. This month we will be focusing on Diamond Resorts and Bluegreen powered by Prizzma.

## DIAMOND RESORTS

Raintree's agreement with Diamond Resorts gives Raintree Members access to seven additional resorts in the US. There is one resort each located in Sedona, Las Vegas, Lake Tahoe and Maui, and three in Orlando. Raintree Members also have access to a Diamond Resort in St. Maarten. You can use your Raintree Points to make a reservation at any of these resorts, and there are no additional exchange fees. Once you have logged in to the Member Area at [www.raintreevacationclub.com](http://www.raintreevacationclub.com) you can see the Diamond resorts marked in yellow on the resort map. You can also call a Raintree Vacation Guide to help you make your reservation.

## BLUEGREEN POWERED BY PRIZZMA

Prizzma is the online reservation system that gives Raintree Members access to dozens of Bluegreen resorts, mainly located in the eastern part of the US. These Bluegreen resorts are indicated with red dots on the Member resort map. Members can find the Prizzma login icon in the Alliances section of the Member Area. There is a video tutorial and pdf available on the site that shows you how to register your Raintree account with Prizzma. Once you have set up your account, you can browse resorts and book using your Raintree Vacation Club Points. Please note that only current Raintree Vacation Club Points will be available for use through Prizzma. Any expired or future Raintree Points, as well as any Points deposited in RCI, are not available in the Prizzma website. Please note there is a US\$99 fee per Prizzma reservation, payable through Prizzma at time of booking.

As always, please check our website for current fees, including any external fees charged by our Alliance resorts.

## IMPORTANT CONTACT INFORMATION

MEMBER SERVICES: [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com)

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

RAINTREE BLUE: [raintreeblue@raintreeclub.com](mailto:raintreeblue@raintreeclub.com)

*Information and assistance regarding Membership.*

CONTRACTS: [contracts@raintreeclub.com](mailto:contracts@raintreeclub.com)

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

TRANSFERS: [transfers@raintreeclub.com](mailto: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](mailto:maintenancefee@raintreeclub.com)

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

TRAVEL CONCIERGE: [travelconciierge@raintreeclub.com](mailto:travelconciierge@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

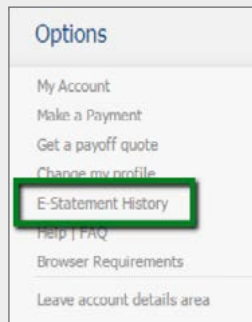
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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

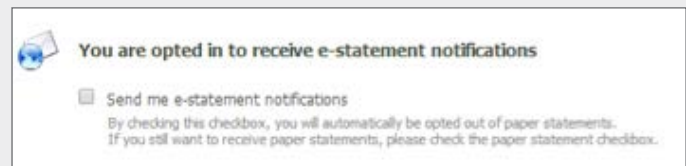


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

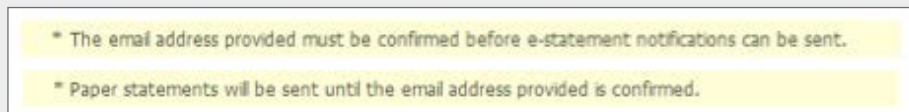


Select the accounts for which you would like to receive E-statements.

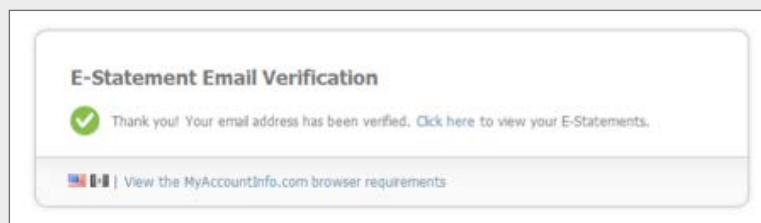
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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.





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## 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 several companies claiming to be "Raintree Corporate representatives" contacting Members to collect pending maintenance fees in order to sell, rent, or buy their memberships/weeks. These companies will use fraudulent email addresses that mimic Raintree's email accounts such as "memberservices@raintreevc.com", please note that any communication from Raintree will always use either the raintreeclub.com or raintreeresorts.com e-mail addresses.

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 [Raintree's latest Notice of Scam Companies Contacting Members](#).

Although Raintree has outsourced our Sales and Marketing operations, please remember that Raintree Vacation Club is not affiliated with any third-party timeshare **reseller**. If you are contacted by a company claiming to be affiliated with Raintree Vacation Club and they offer to purchase or rent your timeshare, please contact Member Services at 1.800.424.6532 or 317.805.9167 to report such incidents or to verify the validity of statements made by these companies.

RCI®

GO

Create Vacation Memories

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SEDONA

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Now's a great time to look at the thousands of additional vacation opportunities you can enjoy with your RCI® subscribing membership.\* Whether you're thinking of a weekend getaway or a vacation of a lifetime, you have the flexibility to make it happen. So what are you waiting for? Make your trip one you'll remember!



GO search for your RCI exchange vacation on  
**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.

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