

# WHISTLER RESORTS

## KNOW BEFORE YOU GO

In this installment in our series, we take a look at Whistler Resorts.  
We have included information on the areas of Whistler Resorts as well as resort information.

### Whistler Village (Main Village)

*Cascade Lodge | Powders Edge | Village Centre | Village Gate House | Westin Resort & Spa*

Whistler Village is the hub of activity at the base of Whistler Mountain and the only location with direct lift access to both mountains. It is a pedestrian paradise with shops, restaurants and many other amenities close together and a pedestrian only area, so there is no need for a car when staying here. The village is also a thriving local community with a conference center, medical clinic, museum, library, art galleries, spas, over 200 shops and over 90 restaurants for excellent apres and nightlife. So if you are looking to stay in the heart of the action, Whistler Village is the place to be!

### Village North

*Northstar | Town Plaza | Tyndall Stone | Valhalla*

Village North is located right beside the main Whistler Village, and via the pedestrian overpass, it is within easy walking distance of the village and the gondolas. Village North is centered around the Whistler Marketplace which offers a supermarket, video store and other amenities, making it a very convenient location. If you like the idea of being more secluded, choose Valhalla which is the furthest away from the main village; if you prefer to be closer, Tyndall Stone Lodge is right on the pedestrian stroll.

### Upper Village

*Aspens | Snowbird | Woodrun*

The Upper Village is situated at the base of Blackcomb Mountain, serviced by the Wizard and Magic Chair lifts, and is home to our ski-in/out properties. The nearby Lost Lake, Chateau Whistler Golf Club, and a weekly farmer's market are popular in the summertime and there's lots of year-round activities as well. This neighborhood connects to Whistler Village by a pedestrian walkway for convenient access to all its amenities and lifts. The Upper Village is surrounded by towering pines, creating an idyllic sense of alpine seclusion where visitors can be on the slopes or the greens in no time.

### Creekside

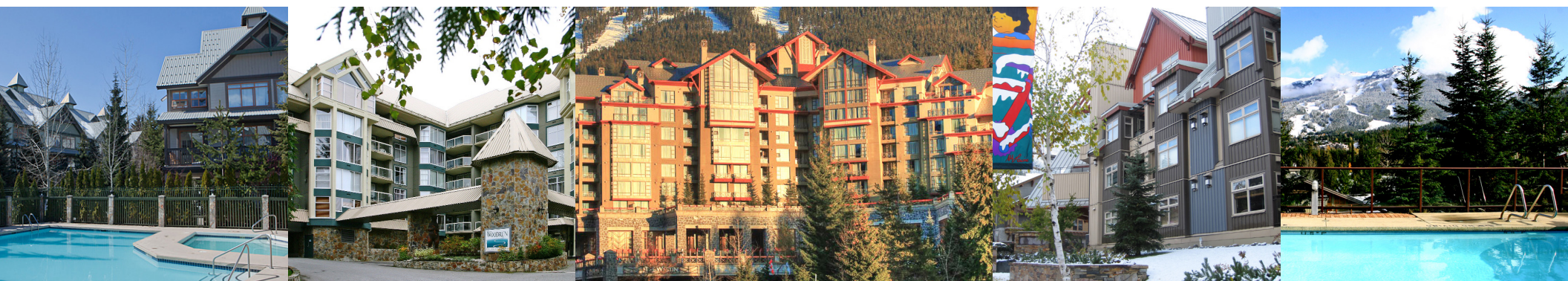
*Lake Placid | Whistler Creek*

For those looking for a mellower Whistler experience, Creekside is an excellent alternative to the main village with its own gondola, restaurants and shops. It's only about a 5 minute drive to Whistler Village, or skiers can get here from Whistler Mountain via the Creekside Gondola. Steeped in history, this charming revitalized area was the site of Whistler's first ski runs in the 1960s and was the host venue of the 2010 Winter Olympics. Today, the 'Creek', as locals call it, is a laid-back, family kind of place with access to parks and lakes that offer numerous activities year-round.

### Blueberry Hill

*Ironwood*

Blueberry Hill is a prestigious residential neighborhood with breathtaking, panoramic views of Blackcomb Mountain. Surrounded by the Whistler Golf Course and the beaches of Alta Lake, this area is prime for the leisure enthusiast. Blueberry Hill is a 30 minute walk to Creekside's Town Centre and Gondola and a 15 minute walk to Whistler Village, which gives visitors convenient access to shops, restaurants, and of course the slopes.







Aspens	Cascade	Ironwood	Lake Placid	Northstar	Powders Edge	Snowbird	Town Plaza	Tyndall Stone	Valhalla	Village Centre	Village Gate House	Westin Resort & Spa	Whistler Creek	Woodrun
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Unit Type & Restrictions

Stu										X	X	X		
1B	X	X	X	X	X		X			X	X	X		
2B	X	X	X	X	X	X	X	X	X		X	X	X	X
3B			X				X		X					
4B							X							
Check-in Day	Fri	Fri	Sun	Sun	Sat	Sun	Sun/Thurs	Fri	Fri	Sun	Sun	Fri	Any	Sat
Minimum Nights	7	7	7	7	7	7	7	7	7	7	7	1	7	7

**Note:** Northstar, Snowbird,Valhalla, and Whistler Creek have multi-level units that may require stairs to access bedrooms

Resort Amenities

BBQ Grills			X	X	X		X			X				
Elevators	X	X	X	X		X		X	X		X	X	X	X
Exercise Room	X	X				X*		X			X		X	X
Hot Tub	X	X	X	X	X	X	X	X	X	X	X		X	X
Laundry Facilities	X			X							X	X	X	
Parking	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Pool	X	X	X	X	X	X*			X				X	X
Ski Storage	X	X	X	X		X	X	X	X		X	X	X	X
Ski-in/Ski-out	X													X

\*access to Hilton's

Unit Amenities

Air Conditioning		X	X			X			X				X	
Heating	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Balcony/Patio	X	X	X	X	X		X	X	X	X			X	X
Bath Towels	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Fireplace	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Full Kitchen	X	X	X	X	X	X	X	X	X	X	X	X	X*	X
Hairdryer	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Iron/Ironing Board	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Safe													X	X
Basic Toiletries	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Washer/Dryer		X	X	X	X	X	X	X	X	X	X			X
Wifi	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Television	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Flat Screen TV	X	X	X	X	X	X	X	X	X	X	X	X		X
Cable TV & DVD Player	X	X	X	X	X	X	X	X	X	X	X	X	X	X

\*Fully equipped kitchenette (all standard kitchen amenities except an oven)







We know how fond our resort staff is of our Members, and vice versa. Whether a familiar face or new, we're introducing a segment for you to get to know some of them a little better. This month we're featuring **Gabriel Quijano** of the Reservations Department at **Club Regina Cancun**.

How long have you been working for the resort, and what is your position?

**I have been working for Raintree for almost 9 years. Currently I am a Reservations Manager.**

Have you always had this same position? Or did you work in a different department/position?

**I have had the chance to be in other positions. I started as a Receptionist, then as a Receptionist Supervisor, then Manager assistant and now Reservations Manager.**

What do you like most about your job?

**I enjoy greatly having the chance to help and interact with other people, guests, and coworkers. And of course, I love that my job is on the beautiful Cancun beach.**

What are some travel tips you have for our Members when staying at the resort?

**I would advise to take precautions on safety and**

**travel logistics. Also, to leave all worries at home and just come to enjoy a well-deserved vacation.**

What do you like to do in your free time?

**My free time is for my family and friends. Any excuse or activity that involve spending time with them, is where I spend my free time.**

What is your favorite vacation memory?

**Living away from family makes family reunions extra special. However, the most memorable is seeing my daughter enjoying family time like I did at her age.**

What is one of your favorite things to do in your city?  
**Going to the beach is definitely the most popular. However, we have beautiful aqua parks, spas, restaurants, and local interactive games.**





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

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

**About 2 months.**

What do you like most about your job?

**Making forever memories for people looking to go on their dream vacations.**

What are some travel tips you have for our Members?

**Start looking around early, be flexible, and try something new. You might surprise yourself.**

What is your favorite vacation memory?

**The Algae in Portugal.**

What is your dream destination?

**My dream destination would be to visit Fiji.**

What do you like to do in your free time?

**Cycling and travelling.**







# SURVEY RESULTS

## *Are In!*

Last month we asked you to vote for a Member hashtag and a new bar name for the Vajra bars at the Club Regina resorts in Los Cabos and Puerto Vallarta.

From over 1200 votes cast, we're happy to announce the winners are:

MEMBER HASHTAG

*#MyRaintree*

### Get posting!

We all love showing off our vacation time and now you can share your photos with your fellow Members! Using **#MyRaintree** will identify content by Members and for Members- use it to connect, inform, and inspire each other.

It's super easy:

1. *Take awesome photos of you and your family enjoying the resorts and destinations*
2. *Post on any of your own Facebook, Instagram and/or Twitter accounts using the Member hashtag **#MyRaintree***

We will be checking the hashtag to see all your photos, and for those of you with public accounts, we may select yours to use in one of our Social Media accounts. So get posting, we all want to be jealous of your wonderful vacation!

BAR NAME

*The Wave (at Club Regina)*

Stay tuned for updates on when the bar name goes into effect, the color theme, and a logo!





## NEW SCAMMER NOTICE

We recently became aware of an individual purporting to be a Raintree employee who has contacted a Raintree Vacation Club ("RVC") member via the email address **[vacationowner@clubmember.org](mailto:vacationowner@clubmember.org)** with an offer to cancel their membership for \$950. In an attempt to make the "offer" look more official, this person also misappropriated both the names and logos of RVC and Club Regina, Los Cabos. Please be aware that this person does not work for Raintree, and that this cancellation offer is fake. Additionally, our member services email addresses all use the domain name **[raintreeclub.com](http://raintreeclub.com)** and never **[clubmember.org](http://clubmember.org)**. Any time someone contacts you with a membership opportunity, a cancellation offer, or an offer to lease/rent or sell your timeshare using this email address, or any sort of variation of our listed domain name above, it should serve as a warning sign of a scam.

**If you are contacted by the individual listed above, or any who act in a similar fashion, please let us know by calling our vacation guides at 1.800.424.6532 / 317.805.9167. Additionally, please refer to this email's attachment for lists of other known scammers and common warning signs.**

Please be aware of the following entities which also try to perpetuate similar schemes (in alphabetical order):

- **Advantage Property Investments**
- **Broad Horizons Travel**
- **CMC Brokerage LLC (Cincinnati Brokerage LLC)**
- **Equity Acquisition Services Inc. (Neil Paulsen, Ricardo Rojas, and Giorgio Tarabusi)**
- **Expeditions Travel Group and Dogwood Title**
- **First Allied Properties Inc.**
- **Global Title Services and My Holiday Home (through the use of fake employees using the fraudulent email address [memberservices@raintreevc.com](mailto:memberservices@raintreevc.com))**
- **Going To Places Travel Services**
- **[Memberservices@raintreeclub.com.mx](mailto:Memberservices@raintreeclub.com.mx)**
- **Midwest Property Investment, LLC.**
- **New York Real Estate Group**
- **Timeshare Exit Team (Reedhein & Associates)**

When contacted by anyone offering to sell, rent or otherwise dispose of your timeshare, please be aware of the following warning signs:

- **Unrealistic rental or sale prices for your timeshare**
- **Payment of upfront fees, such as taxes, transfer fees or prepaid maintenance fees, usually via wire transfer or cashier's check, which will be reimbursed at closing.**
- **Use of name and trademarks of Raintree Vacation Club ("RVC") on entity's website, emails or written materials (RVC does not endorse or is affiliated with any reseller or rental company)**
- **Request for your RVC username and password or for a limited power of attorney concerning your timeshare**
- **Claim that the entity/individual is affiliated/employed with Raintree Vacation Club**

We strongly urge our Members to use extreme caution when contacted by individuals or companies who make claims that just seem too good to be true. Before doing anything, carefully research the individual or entity involved. Despite having professional-looking salesmen and websites, many of these companies are not legitimate.

If you happen to be contacted by anyone making offers to purchase or rent your timeshare, please feel free to let us know via email at **[transfers@raintreeclub.com](mailto:transfers@raintreeclub.com)** or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

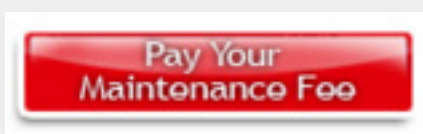


## E-STATEMENT ENROLLMENT\*

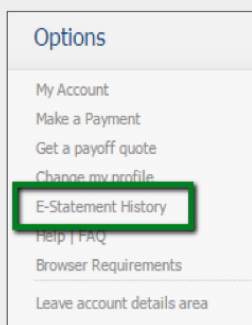
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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"**

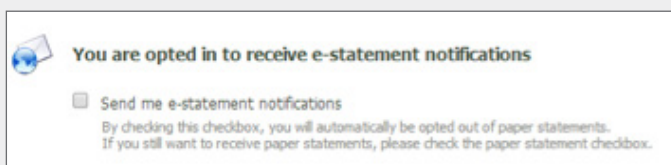


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

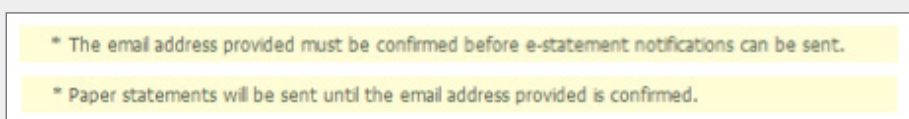


Select the accounts for which you would like to receive E-statements.

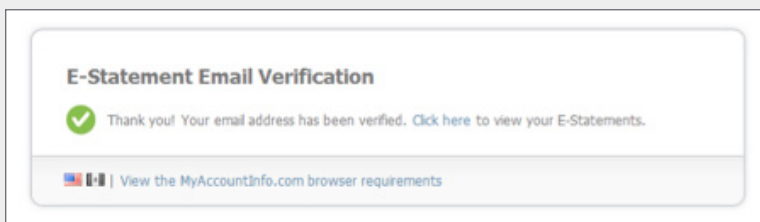
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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.

*\*Only available to Members in the United States*





# savor the possibilities like a **PRO**

Don't just take in the local sights on your next vacation; indulge in the local flavors as well! Exciting culinary scenes are popping up in cities all around the world. Go on a culinary adventure for your next vacation.\*

Explore your vacation possibilities with RCI  
and plan like a **PRO**.



## San Antonio, Texas

Head to San Antonio and experience a culinary adventure. You can still get your barbecue and Tex-Mex fix, but you'll also find a world of other cuisines to try with many new eateries arriving on the scene.



## Shenandoah Valley, Virginia

Cradled by the **Blue Ridge Mountains**, Virginia's stunning Shenandoah Valley is a vacation destination not to be missed. You can tour the local Wine Country, savor the farm-to-fork cuisine, and take in the scenic views.



## Punta Cana, Dominican Republic

Relax on the beach during the day, and indulge in the delicious culinary scene at night. Discover Dominican tastes and flavors at restaurants that range from fine dining to casual seafood spots.

Indulge on your next RCI® exchange vacation!  
[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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