



KNOW BEFORE YOU GO

WORLD MARK PHOENIX

In this installment in our series, we take a look at **WorldMark Phoenix**. We have included information on the resort, and some suggestions from the local staff.

CHECK-IN/OUT

Check-in: 4 pm; Check-out: 10am

CHARGES AT CHECK-OUT

None

PARKING

Free Parking is available onsite.

RESTAURANT

There is no restaurant onsite at this resort.

POOL CHAIRS

There are pool chairs available around the pool for on-site use.

POOL TOWELS

Pool towels are provided in your room.

BBQS

Outdoor Gas and Charcoal BBQs are available in several areas at the resort.

EXERCISE FACILITIES

Located at the Check-in building and open 24 hours.

KIDS CLUB

There is no Kids Club at this resort.

HOUSEKEEPING

Clean and Tidy offered daily.

TWO-BEDROOM

Air conditioning, alarm clock, bath towels, cable TV, DVD player, extra blanket/pillows, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service,TV in master bedroom,TV in 2nd bedroom,TV in the living room, washer/dryer, full size refrigerator, 4 burner stove, full size oven, toaster, microwave, coffee maker, blender, dishwasher & dishwasher tablets,ice cube maker/ice cube trays, 6 sets of dinner dishes & utensils, glass and plastic drinkware, Pyrex pans and dishes, frying pans, cutting board, kitchen towels & pan holders, dish soap & sponge, pack-n-play.

THREE-BEDROOM

Air conditioning, alarm clock, bath towels, cable TV, DVD player, extra blanket/pillows, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, shampoo, conditioner, smoke/fire alarm, soap & lotion, towel & trash service,TV in master bedroom,TV in 2nd bedroom,TV in 3rd bedroom,TV in the living room, washer/dryer, full size refrigerator, 4 burner stove, full size oven, toaster, microwave, coffee maker, blender, dishwasher & dishwasher tablets,ice cube maker/ice cube trays, 8 sets of dinner dishes & utensils, glass and plastic drinkware, Pyrex pans and dishes, frying pans, cutting board, kitchen towels & pan holders, dish soap & sponge, pack-n-play

RESTAURANTS THE LOCALS AND STAFF LOVE

THE BAGEL MAN

Less than three miles from the resort is our favorite breakfast stop,The Bagel Man. The owner is from New Jersey, and he knows bagels. We recommend the egg and lox on an everything bagel to dine in if you can snag one of the inside or outside tables, then a bunch more bagels to take back to the resort.

5035 E Elliot Rd, Phoenix,AZ 85044 (480) 705-9999

BISCUITS CAFÉ

Located about 20 minutes from the resort, Biscuits is a family owned chain based in Oregon open for breakfast and lunch daily. Their omelets are good, and their homemade jam is excellent. You can even have a burger for breakfast. We recommend the Smoked Brisket Benedict or the Almond Crunch French Toast.

2090 N Dobson Rd, Ste 4, Chandler,AZ 85224 (480) 726-6852

COMEDOR GUADALAJARA

Open for breakfast, lunch, and dinner, Comedor Guadalajara offers dine in and take out options, including a kids menu. Family owned and operated (second generation) Comedor specializes in Sonoran style cuisine from the north part of Mexico. One of their signature plates is Parillada Grande ‘Mariscada’. This seafood grill includes whle fresh water fish, shrimp, slipper tail lobster, squid, and mussels. We also recommend the Mexican Green Chile Shrimp Enchiladas.

1830 South Central Avenue, Phoenix,AZ, 85004 (602) 253-8299

YUCCA TAP ROOM

If dive bars are your thing, you’ll love the Yucca Tap Room. If you only slightly like dive bars, you still might like this place. That’s because it has two sections, one,

shall we say, more grungy, and the other more shiny, with an amazing variety of liquor and craft beers. The menu consists of typical bar fare, with happy hour food specials available daily from 3pm to 7pm. The venue boasts live music every night, and the prices are reasonable.

29 West Southern Avenue,Tempe,Arizona, 85282 (480) 967-4777

RUSTLER’S ROOSTE

It’s super touristy, but still super fun. Rustler’s Rooste is a steak house that’s great for kids and families, as well as couples. Located on a hill, the site offers amazing views. There’s a live steer out front, and to enter the restaurant you go down a slide to the dining room area (there are also stairs). The food is decent (lots of people love the rattlesnake appetizer), and we think the bread and honey butter is amazing. The whole place (and it’s huge) has a western theme. There is live music and it can get a little loud, but it is definitely a to-do while in town.

8383 S 48th St., Phoenix,AZ 85044 (602) 431-6474

LOS DOS MOLINOS

If you like spicy Mexican food, Los Dos Molinos is the place for you. This family-owned Arizona chain does not know the meaning of mild. They are proud of their Micheladas and their hand-squeezed margaritas. Happy Hour specials include food and drink,Tuesday through Friday from 3pm to 6pm. We recommend the Chile Relleno and make sure you try their beans with whatever you order.

4855 E.Warner Road, Phoenix,AZ, 85044 (480) 706-1066

LOCAL ATTRACTIONS – STAFF MUST DOS

HIKING OR SCENIC DRIVE – SOUTH MOUNTAIN PRESERVE

One of the best things about the Phoenix area is South Mountain Preserve and we are lucky that it backs onto

our resort.At more than 16,000 acres, South Mountain Park/Preserve is one of the largest municipally operated parks in the country, with more than 50 miles of trails. Horseback riding,hiking and mountain biking trails are available for all activity levels. You can find trail descriptions [here](#). Remember this is the desert, so carry lots of water. If you would like the view without the exertion,you can drive about five miles up Summit Road to Dobbins Lookout, and then continue to Gila Lookout for a view of the Gila River Valley.





STRIVE FOR FIVE AND MVM – TWO WAYS RAINTREE SHOWS THEIR COMMITMENT TO EXCELLENT SERVICE AND MAKING MEMORABLE VACATIONS.

If you've visited Club Regina Los Cabos, Club Regina Puerto Vallarta, Villa Vera Puerto Vallarta, or Club Regina Cancun in the past couple of years, it's likely you have noticed many of our team wearing an "I Strive for Five" pin. Hopefully you've had an opportunity ask one of your favorite Raintree staffers about it, and they've explained it is to let you know that our goal at all times is to receive a five out of five rating from our Members. At Raintree Vacation Club, service excellence is our number one priority, and we want you to know it is something we strive to achieve on a daily basis. We appreciate when you let us know when we have reached our goal (and when we have areas for improvement).

When our team members receive positive mention from our Members, from a post-stay survey, a letter or email directly to the resort or the corporate office, or a review on Trip Advisor®, we take notice. To recognize team members who have gone above and beyond ensure our Members have Memorable Vacations,

we created the Memorable Vacation Makers (MVM) award program. Starting January 1 each year, we keep track of the number of times a team member is positively mentioned. Team members who have been positively mentioned five times receive a silver pin, while those who have 10 earn a gold one. At 50 mentions team members receive a silver pin with a sapphire in it, and those who receive 100 positive comments obtain a gold pin with a diamond in it. These pins can be proudly worn for the entire calendar year.

So next time you are at one of our resorts in Mexico, look for our staff wearing their Strive for Five pins, and their MVM pins. And if you would like to help some of your favorite Raintree team members earn higher MVM pins, make sure to mention their name when you tell us about your stay.



Members often mention the Raintree Vacation Guides they have spoken to at the call center in the US.

This month we meet Michelle Birdwell from the Indianapolis call center.



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

Two and a half years.

What do you like most about your job?

Being able to get Members on vacation, I enjoy making people happy.

What are some travel tips you have for our Members?

Book as far in advance as possible. Be very flexible as far as dates and locations.

What do you like to do in your free time?

Taking my dog on walks.

What is your favorite vacation memory?

Traveling with my entire family to Orlando and visiting Disney.

What is the one thing that makes you the happiest?

Going on all inclusive vacations in Mexico, it is such a relaxing and carefree vacation, always great food and drinks.

What is your dream destination?

Tahiti.

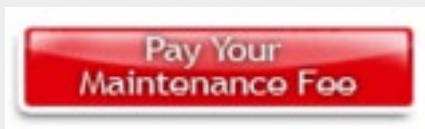


E-STATEMENT ENROLLMENT*

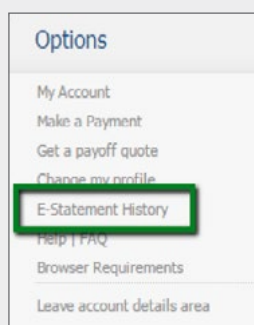
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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"**

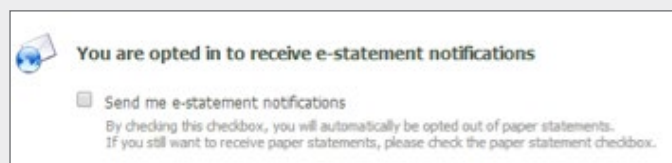


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

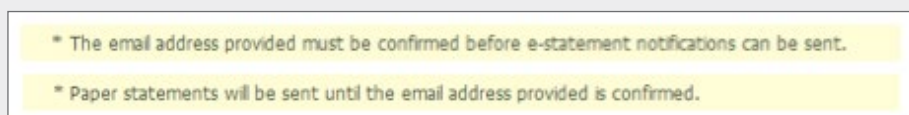


Select the accounts for which you would like to receive E-statements.

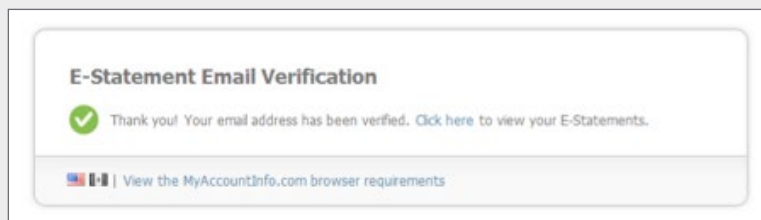
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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:



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*



OCTOBER 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

It has come to the attention of Raintree's Member Services department that two 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 Broker Group of Montana ("Broker Group") and First American Premier ("First American Premier"). Please be advised that Raintree Vacation Club is not affiliated in any way with either Broker Group of Montana or First America 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 or 317-805-9167, through 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 by wire transfer or cashier's check. Before doing anything else, do your homework and carefully research the individual or entity involved, because despite having professional-looking salespeople 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 Broker Group of Montana, First American Premier or any other company making similar offers to purchase or rent your timeshare stating they are affiliated with Raintree Vacation Club, we ask you to let us know via email at memberservices@raintreeclub.com or by contacting one of our Vacation Guides toll-free at 1-800-424-6532 or at 317-805-9167.

RCI®

PALM SPRINGS

GO FIND YOUR PARADISE



When it comes to exchange vacation options, RCI has you covered. Whether you prefer hitting the slopes, relaxing on the beach, or admiring breathtaking views, your paradise is within reach with RCI.¹ Start enjoying everything your RCI® subscribing membership has to offer and search for the exchange vacation that's right for you.

GO search for your RCI® exchange vacation on
RaintreeVacationClub.com or call **1.800.424.6532** today!

TIP

PROTECT YOUR POINTS!

Add Points Protection to your exchange vacation, and if you need to cancel your exchange for any reason, you will be refunded 100% of the Points that you used for that exchange.²

Participation in the RCI Points® exchange program as a Raintree member requires an additional fee after the first year of membership.

¹ These vacations are limited and subject to availability.

² Points Protection is not insurance.

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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