

POLO TOWERS

KNOW BEFORE YOU GO

In this installment in our series, we take a look at Polo Towers. 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 will hold your luggage if you would like to get out and start exploring the famous Vegas Strip, and we will call you when your room is ready.

FEES AND CHARGES

Service Fee for reservations that do not check-in and out on a Saturday:

- Studio \$35
- 1BR \$55
- 2BR \$90

Service Fee for reservations that begin on any other day than Saturday and includes a Saturday night:

- Studio \$70
- 1BR \$110
- 2BR \$180

Incidental Deposit - \$100 USD

PARKING

There is self-park and valet parking available free of charge.

RESTAURANT AND MINI MART HOURS

There is no restaurant on site. There is an order-in menu in the rooms and the service is available for lunch and dinner beginning at 11 a.m. daily. The mini mart is open from 6 a.m. to midnight daily.

POOL AREAS

The Rooftop deck features a heated swimming pool with complimentary pool towels, BBQs, and vending machines. This area is open daily from 6 a.m. until midnight. Pool chairs and cabanas are available at the pool on a first come, first served basis.

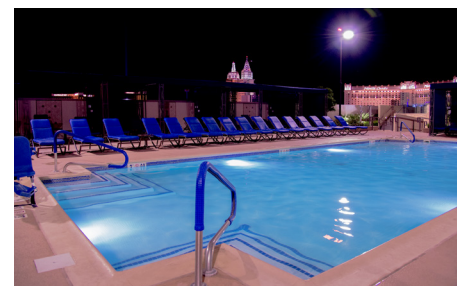
The Children's Pool & Splash Pad, located on the ground level, is open daily from 9 a.m. to 10 p.m. Children 12 and under must be accompanied by an adult at all pools.



WHAT'S IN THE ROOMS?

STUDIO: air conditioning/heating, alarm clock, balcony, bath towels, cable TV, DVD player, extra blanket/pillows, flat screen TV, hairdryer, iPod docking station, iron/ironing board, phone, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, WiFi, coffee maker, compact refrigerator, cooking utensils, dinner dishes & utensils, dish soap & sponge, glass or plastic drinkware, microwave, and toaster.

ONE & TWO BEDROOM: air conditioning/heating, alarm clock, balcony, bath towels, cable TV, DVD player, dining room table, extra blanket/pillows, flat screen TV, hairdryer, iPod docking station, iron/ironing board, phone, safe, shampoo & conditioner, smoke/fire alarm, soap & lotion, TV in master bedroom, TV in the living room, WiFi, blender, coffee maker, cooking dishes & utensils, dinner dishes & utensils, dish soap & sponge, dishwasher & detergent, four burner stove, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker/ice cube trays, kitchen towels & pan holders, microwave, and toaster oven.



EXERCISE FACILITIES

Stay healthy and get energized with strength machines, free weights and cardio equipment. Appropriate for guests 18 years of age and older, the on-site fitness center is open daily from 5 a.m. to 10 p.m.

SPA

The Healing Hand Spa at Polo Towers Las Vegas is located inside the Fitness Center. Whether you prefer a Swedish massage, hot stone therapy or an invigorating sugar scrub, treat yourself to holistic experience without having to leave the resort! Please call 702.261.1142 for appointment times.

LAUNDRY FACILITIES

Complimentary washers and dryers are available on most floors.

HOUSEKEEPING

A daily towel exchange and a mid-week clean is provided for guests staying five nights or more. Additional housekeeping services are available for a nominal fee and may be arranged upon arrival.



RESTAURANTS THE LOCALS AND STAFF LOVE

Andiron Steak & Sea

Where classic meets contemporary, a local favorite for weekend brunch. About 20 minutes off the strip located in downtown Summerlin, Andiron Steak & Sea speaks to all audiences: a tiered pricing list of bottomless bubbles, a build-your-own Bloody Mary bar, a complimentary candy bar, and an a la carte menu that starts with a plate of doughnuts for every guest. We suggest their Avocado Toast, the Brisket Hash Skillet (cooked in cast iron over the restaurant’s wood-burning grill), the Eggs Benedict with lobster, and the Banana Fosters French Toast.

Open daily for dinner and for brunch Saturday & Sunday from 10 AM – 2 PM

Ferraro’s Italian Restaurant & Wine Bar

A staple in Vegas for almost 30 years, this family-owned restaurant is famous for its fine Italian cuisine created from time-honored family traditions. House-made sausages, family-recipe meatballs and legendary Ossobuco are prepared from all-natural meats. Many of their dishes can be made gluten free, and whole wheat pasta is available, too, as all of the pastas are house-made every day. For dessert, be sure to try the classic Tiramisu, Pistachio Passion, or crepes with Nutella. Need a late-night snack? Ferraro’s serves a limited menu from 11pm-2am at 25% off regular prices for eat-in, take out or delivery.

Open Mon - Fri: 11:30 AM - 2 AM; Sat - Sun: 4 PM - 2 AM

L’Atelier de Joël Robuchon

Want to try a Michelin Star restaurant without the hefty price? At this award-winning restaurant from legendary chef Joël Robuchon located in MGM Grand Hotel & Casino, you can either find one of the best bargains in Las Vegas or indulge in a nine-course French tasting menu. Set menus start at \$59 for two courses and go up to \$188 for the nine-course tasting where the kitchen really gets to stretch its legs. L’Atelier also has an à la carte menu, which is laid out tapas-style, so you don’t have to order an appetizer, main course and dessert. Whichever route you take, L’Atelier doesn’t disappoint, and is sure to be an experience to remember.

*Open Mon - Sun 5 PM - 10 PM
(to get the entry-level set menu, must arrive before 6:15pm)*





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 starting with **Dorety Neri** of the Reservations Department at **Club Regina Los Cabos**.

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

2 years and 2 months as a Reservations Manager in Club Regina Los Cabos.

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

Ever since I started working at the resort, I have always held the Reservations Manager position.

What do you like most about your job?

Knowing that a Member has enjoyed the stay with us and has had an extraordinary vacation.

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

To enjoy the magnificent panoramic view of our resort.

What do you like to do in your free time?

Read and go to the movies.

What is your favorite vacation memory?

That I have been able to enjoy spending time with my family.

What is one of your favorite things to do in your city?

The trip to the Arch at Land's End in Cabo San Lucas. It's an unforgettable experience.





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

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

Almost a year.

What do you like most about your job?

I like how close we get to the Members. It's nice to be a small enough team that we remember talking to our members and they remember talking to us.

What are some travel tips you have for our Members?

Book early! Raintree's cancellation policy is so forgiving that if worse comes to worst, you can always cancel. But it's always better to have a unit you don't need than to need a unit we don't have.

What is the one thing that makes you the happiest?

Cooking. Sometimes after a long day I'll go to the store and just roam the aisles until I get inspired. Then I'll bring everything home and put on Netflix, and cook for an hour or two. It's something where I can block out the world and get lost. I love it.

What is your dream destination?

I would love to go to Greece.

What do you like to do in your free time?

I'm an avid movie-goer/watcher. I've watched some movies so many times I can quote it from start to finish. Movies take up a lot of my free time.



NEW SCAMMER NOTICE

We recently became aware of a currently unidentified individual who has contacted Raintree Vacation Club ("RVC") members via the fake email address **memberservices@raintreeclub.com.mx** with a fraudulent Raintree 15 membership offer that misappropriates both the RVC logo and the Club Regina, Puerto Vallarta name. This "offer" lists several benefits that are not included with our actual Raintree 15 Membership, including only paying a current usage fee of \$900 and a marketing program members can place their unused weeks into after signing an agreement and paying the usage fees for the weeks the member has decided to market. The member is then told to wait 30 days to receive rental income from the marketed weeks. Unfortunately, once these fees are paid to whomever is operating under the email address mentioned above, the member will not receive the benefit of a Raintree 15 Membership or any sort of rental income from a "marketing program."

Please be aware that RVC has never been involved in leasing or marketing a member's timeshare interest. Additionally, our member services email addresses all use the domain name [raintreeclub.com](mailto:memberservices@raintreeclub.com) and never [raintreeclub.com.mx](mailto:memberservices@raintreeclub.com.mx). Any time someone contacts you with an offer for a membership or 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 call Member Services at 1.800.424.6532 / 317.805.9167 for further assistance.

Please also 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)

Going To Places Travel Services

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.

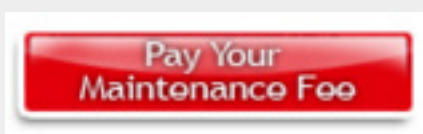
If you happen to be contacted by anyone making offers to purchase or rent your timeshare, please feel free to let us know via email at transfers@raintreeclub.com or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

E-STATEMENT ENROLLMENT*

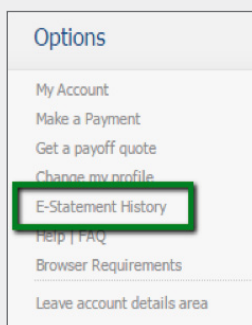
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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

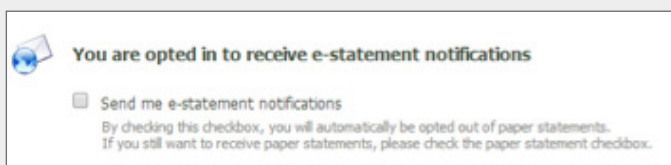


2. In the Options section, select **"E-Statement History"**:



3. This will open your E-Statement

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

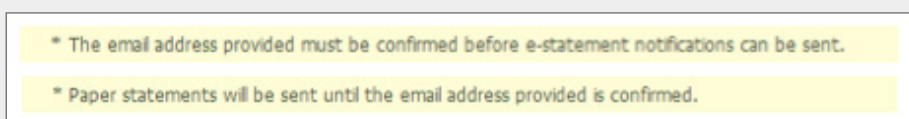


Select the accounts for which you would like to receive E-statements.

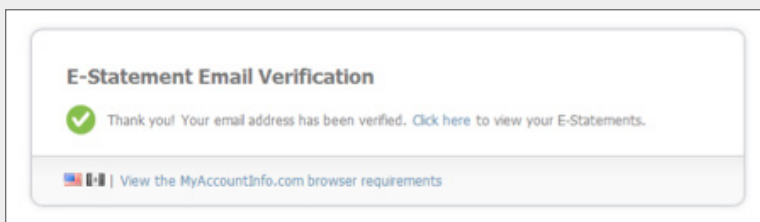
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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*



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 | 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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