

WORLDMARK PHOENIX

SOUTH MOUNTAIN PRESERVE

KNOW BEFORE YOU GO

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

CHECK-IN/OUT

Check-in: 4 p.m.

Check-out: 12 p.m.

CHARGES AT CHECK-OUT

None.

PARKING

Complimentary Parking is available onsite.

RESTAURANT

There is no restaurant onsite at this resort.

POOL & HOT TUB

The resort features two outdoor heated pools, a splash pad, and two hot tubs open daily from 8am to 10pm. Pool chairs are available around the pool for on-site use, and 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, the exercise area features free weights, a treadmill, an elliptical, and a PRECOR FTS Glide.

KIDS CLUB

There is no Kids Club at this resort.

MORE

- The resort does not have elevators; access to units may require 16-20 stairs, depending on type and location. Please call a Raintree Vacation Guide to assist you in booking the unit type that will best meet your needs.
- Housekeeping: Clean & Tidy services offered daily; additional services available by request for a fee



RESORT UPDATES / NEW FEATURES

Over the past 12 months all units at the resort have been repainted, and in all units the carpet, living room sofa and chair, dining table, chairs and bar stools have been upgraded. ▼



WHAT'S IN THE ROOM?

TWO-AND THREE-BEDROOM UNITS: Air conditioning, alarm clock, balcony/patio, bath towels, cable TV, dining area with table, DVD player, extra blanket/pillows, fully equipped kitchen, hairdryer, iron/ironing board, phone, pool towels, shampoo & conditioner, smoke/fire alarm, soap & lotion, towel & trash service, TV in all bedrooms, TV in the living room, and a washer/dryer.



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 bag full of your favorite bagel assortment to take back with you to the resort!

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

Aunt Chilada's

Serving authentic Mexican fare since 1986 in a building over 100 years old, Aunt Chilada's is a piece of Arizona history that features over 50 different tequilas, award-winning salsa and patio dining under the stars. We recommend the Tacos de Pescado and their homemade tamales.

7330 N Dreamy Draw Dr. Phoenix, AZ 85020 (602) 944-1286

Rustler's Rooste

"Beef and Brew with a View"- This authentic hilltop steakhouse offers a fun, Old West atmosphere complete with awesome views of the Phoenix skyline. Open nightly for dinner, there is live music and it can get a little loud, but it is definitely a to-do while in town. We suggest trying the rattlesnake appetizer, and you can't beat their homemade Fry bread and cinnamon butter.

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



OUR STAFF RECOMMENDS

Botanical Garden

The Desert Botanical Garden offers a world class collection of desert plants from around the globe in a unique outdoor setting. More than 50,000 plants are on display throughout five thematic trails that illustrate topics such as conservation, desert living, plants and people of the Sonoran Desert, and desert wildflowers. Visit the Garden to enjoy tours, special events, seasonal exhibits, concerts, family activities, Gertrude's restaurant, and the Garden's gift and plant shop. Open late, to 8 pm year-round, it's particularly lovely when lighted by the setting sun or by moonlight.

Phoenix Zoo

The Phoenix Zoo is a great way to spend the day for families of all ages. On 125 acres, multiple trails wind through replicated habitats such as an African savanna and a tropical rainforest which house a variety of animals. This zoo offers many interactive experiences too- come ride the train, feed the giraffes, ride a camel, cool off on a splash pad, paddle the lagoon, pet a stingray, and more. But our very favorite is Monkey Village- an open exhibit where squirrel monkeys play in bushes and trees just inches away from you!

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.



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

How long have you been on the Raintree Vacation Club team?
3 years this November.

What do you like most about your job?
The comradery of the guides and the ability to help each other out. We are one big family.

What are some travel tips you have for our Members?
Make a list of amenities and activities you like to do before calling. It helps to narrow down the options so we can get you the best possible location. This will help us book you into a memorable vacation.

What do you like to do in your free time?
My cat, Watson, is my life so I enjoy playing with her and I also love going to the movies - always make sure there's extra butter.

What is your favorite vacation memory?
When I got to Platform 9 3/4 in London. That memory made my whole trip.

What is the one thing that makes you the happiest?
Writing. If I could do it 24/7, I would.

NEW SCAMMER NOTICE

We recently became aware of several individuals who hold themselves out to be Raintree employees and who contact Raintree Vacation Club ("RVC") members with offers to lease their timeshare interests for unrealistic prices. Members are contacted by either **Fernando Estrada** or **Karla Rosas** (although there may be others) by using the fake email address **memberservices@raintreevc.com**. These individuals suggest that they can lease the member's timeshare interest through a company, **My Holiday Home** ("MHH"), represented by an individual named **Ivan Robles**. Thereafter, the members are again contacted by **Casey Hughes**, a representative of **Global Title Services** ("GTS"), who provides lease agreements listing GTS as the closing company, MHH as the leasing company, and, in at least one instance, **Keneth Allen Baze** as the individual leasing the interest. These agreements call for members to pay numerous up-front fees with the promise that the lessee will reimburse them upon closing. Unfortunately, once the fees are paid, the members are never reimbursed once the transaction has "closed". GTS then asks the member for further payments required to be made for past due taxes, or other bogus obligations.

Please be aware that RVC has never been involved in leasing a member's timeshare interest. Additionally, our member services email addresses are always either **memberservices@raintreeclub.com** or **memberservices_esp@raintreeclub.com** and never **memberservices@raintreevc.com**. Any time someone contacts you with an offer to lease/rent or sell your timeshare using a variation of either of these email addresses should serve as a warning sign of a scam. **If you are contacted by any of the entities or individuals 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.
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.

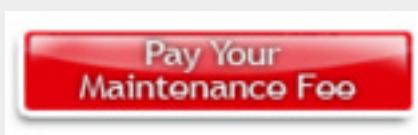
If you happen to be contacted by anyone making offers to purchase or rent your timeshare, please feel free to let us know via email at memberservices@raintreeclub.com or by contacting one of our Vacation Guides at our toll free number 1-800-424-6532.

E-STATEMENT ENROLLMENT*

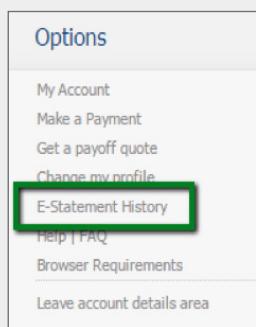
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

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](http://www.raintreevacationclub.com) using your personalized credentials and click on **"Pay Your Maintenance Fee"**

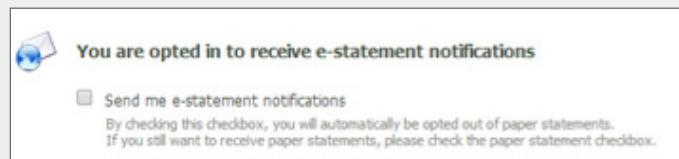


2. In the Options section, select **"E-Statement History"**:



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.

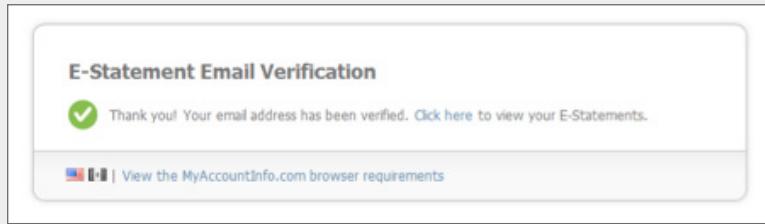
Select an email address by using the **"Select an Email Address"** drop-down list. If the email address that you wish notification to go to is not listed, enter the email address in the **"Enter in an email address"** box.

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:

* The email address provided must be confirmed before e-statement notifications can be sent.
* Paper statements will be sent until the email address provided is confirmed.

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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