



A Message From The President

For us, this spring is special because we officially welcome the newest members of our family, two brand new resorts, Villa del Palmar Cancun and Villa del Palmar Loreto. Each of these properties has a unique personality and adds something new and special to our Villa Group Family.

Villa del Palmar Cancun is a perfect combination of “upscale” and “laid back.” It’s far enough away from the hustle and bustle of the Hotel Zone to offer peace and quiet. But it’s close enough to all the exciting nightlife, shopping and entertainment that Cancun has to offer! Here are some great quotes from visitors to the resort (courtesy of Trip Advisor) – you can tell how much fun they all had!

“Kudos to the management for providing a great place to visit and to the rest of the staff for making it a place that you want to return to again and again! We can’t recommend this resort enough – the management treat you like family and that makes you want to hurry back!”

“The beach is so beautiful with live coral in the waters. **Our room was the best we have ever had.** There is construction going on for the second phase of the resort, but it didn’t bother us. It is very relaxing and the restaurants are great!”

“I cannot emphasize enough what a great vacation it was. This was our first time in Mexico and neither of us was interested in staying in Cancun’s ‘hotel zone,’ but rather somewhere we could relax and enjoy an all-inclusive experience. **This location was perfect** for that.”

“You know you had a great trip when you leave and it was hard to say goodbye. **We walked away from this trip with nothing but great memories of the staff.**”

“The service in this place is amazing; everyone is friendly and wants you to have a great time if you let yourself. The staff is working hard and I think they have one of the best programs I have seen.”



Villa del Palmar Cancun



Villa del Palmar Loreto

Villa del Palmar Loreto – The rustic beauty of Loreto is its most compelling feature, and with the great tour packages the resort has put together, you could visit the Villa del Palmar Loreto over and over and never have the same experience twice. Tours are available 8 days/7 nights or 4 days/3 nights. If you want a memorable adventure, just choose from these exciting tour packages:

1. **Eco Tourism Package** – rock climbing, hiking, overnight mountain and island campouts, reef snorkeling, kayak tour, guided horse tour.
2. **Golf and/or Spa Island Package** – Two rounds of 18 holes or two 50 min. aromatherapy treatments, use of golf and spa facilities, snorkeling, island campout, cultural Mission tour, VDP Loreto Golf Tournament with award party.
3. **Fishing and/or Spa Package** – Island snorkeling for lobster and mussels, cookout to grill day’s catch, 23’ boat excursion, island campout, bottom fishing, Fishing Tournament with award party.
4. **Scuba Diving and/or Spa Package** – Resort certified program, agency certification not required. Includes Del Carmen Island tour, coral banks tour, island campouts, wreck dive, cultural Mission tour, and sea lion dive.
5. **Whale Watching Package** (4 days/3 nights only – Seasonal – please check with your representative) – Includes guided city tour, whale watching tour, guided boat tour to catch giant clams, Loreto-style cooking lesson.

We are so excited that these fantastic resorts have been added to the Villa Group family and can’t wait for each of you to experience them for yourselves!

Bob Kistner, UVC President

What’s Inside

Club Director Update

Dear UVC Members,

We are here to help! Please direct any specific question directly to Member Services. These inquiries are answered within 24 hours. 99% of your questions can be handled by Member Services, who have immediate access to your account and are trained in all areas of your membership. More in depth issues that need to be reviewed by Management or the Board of Directors are sent directly to the Club Director's office for follow up. Here are your E-Mail Contacts:

Member Services – clubmail@myuvc.com
Board of Directors – myboard@myuvc.com

Member Services – clubmail@myuvc.com
Board of Directors – myboard@myuvc.com

Know What You're Getting! Consistency is one of the most important elements of branding and managing your resorts. It is critical that every member and guest knows that no matter what Villa Group Resort they visit, they can expect the same excellent service and product levels. This is true down to the smallest detail such as the type of



can opener, selection of pots and pans, or number of dinner forks. We work diligently to constantly review the room standards, and last fall UVC and Resort Managers physically touched every item that is placed in the rooms to make sure all items are relevant, of excellent quality and add to the overall vacation experience.

Did you know we monitor calls? We take Customer Service very seriously and are continuously trying to improve our service levels. The first level of monitoring occurs at ResortCom, your contracted servicing company providing reservations, payment processing and other services. ResortCom manages and monitors all Call Center employees and records random calls for "spot checks" to make sure standards are being met and members are being serviced properly. However, as an additional check and balance, a UVC staff member goes a step further to monitor calls and rate service levels of specific transactions. This secondary check has proved a useful tool to identify areas where additional training may be necessary, and also highlights specific individuals who consistently shine and provide superlative customer service. We welcome all input from our members as we strive to be the very best we can be!

Free and Discounted Internet – For those of you who can't put your computers down even on vacation, we have great news! We are happy to announce that we have been



able to negotiate substantial savings on internet service at all Villa Group Resorts in Puerto Vallarta and Cabo San Lucas. As a result, we are now offering FREE in-room internet service to all Elite members. The free internet card will be a part of your Elite Welcome Package upon checking into the resort and will include the instructions on how to log into the system. In addition, the internet costs for ALL members have been reduced – and VPA and Gold members receive an even deeper discount on in-room internet pricing! As a reminder, all Gold and VPA members still receive complimentary internet service at the UVC Hospitality suites at each property.

Enjoy your spring and hope to see you soon down in Mexico!

Rhonda Mayer,
Director of Club Services

Members R Us

We recently asked our Call Center Agents what they liked most about their jobs. Here's a few of the responses:

What do you like most about your job?

Raul – "I get to make people's day. That's the most rewarding part of my job."

Gustavo – "Helping members out with their special occasion like a wedding or anniversary."

Itzel – "I imagine that it's my family on vacation, and we want to see them very happy."

Fernando – "The working environment."

Ivan – "Getting to know the story of each of our members."

It's no surprise that UVC Members frequently



give us such positive feedback on the service they receive from our Call Agents.

Comments from some of our UVC members:

"Raul was very quick and efficient. He listened to my needs and has a superb memory."

"Jose Luis (Joe) was very professional and explained everything to me. Even though I have been a member for more than 15 yrs."

"Itzel was very patient with all my questions and took time to explain when I may be able to book in the new Loreto resort."

"Edgar gave excellent customer service."

"Gustavo's English was letter perfect and he was a joy to work with."

UVC Annual Meeting

The **UVC Genie** has arrived in Mexico to grant your wish – for an informative, fun and memorable weekend, and a great vacation, too! Jump on our magic carpet and let us take you on a wonderful journey! The theme of this year's UVC Annual Meeting is "1,001 Arabian Nights" and we promise to deliver a fun-filled weekend packed with the fun, food and entertainment of exotic lands and faraway places guaranteed to entice and amuse you. Mark your calendars now!

We will offer great opportunities to meet your club and resort representatives as well as catch up with old friends and make new ones. With cocktail receptions, food and beverage functions, fundraiser and an award-winning Annual Meeting, you will leave informed, enlightened, well fed and entertained. The grand finale is always our dinner party Saturday



Night, and this year's "1,001 Arabian Nights" Party will be no exception – with belly dancers, Bedouin tents, exotic cuisine, authentic live music and much more!

At UVC we owe our success to the involvement and support of our members. The Annual Meeting itself is free to all members, but advanced registration is required.*

Where to Stay: All the UVC Annual Meeting events will be held at Villa del Palmar Flamingos in Nuevo Vallarta, Mexico. To use your week, please contact Member Services for room reservations. **UVC: (800) 852-4755; Gold: (866) 465-3882; VPA: (866) 464-9280. Don't forget to register online at www.myuvc.com.**

If you don't want to use your week, Deluxe Accommodation Packages have been designed for Members that prefer to save their week(s) for a future trip or an extended stay. Please call to reserve – USA/CANADA 1-866-625-4502, MEXICO 01-800-823-4488.

*For complete Annual Meeting deadlines, guidelines, and information, go to www.myuvc.com and click on "Annual Meeting!"

Travel Escapes! Club

First, we'd like to say "thank you" to each of you who have sent us email notes telling us how much you appreciate the savings you've been able to find using your TEC membership! Second, we want to remind those of you who haven't used it yet, that we are here for your use and benefit! Remember all UVC Gold and Villa Preferred Access members are automatically members of the Travel Escapes! Club.

Are you aware of the **TEC Cash Back** added value offers? Thinking about taking **a cruise or a once in a life time** trip this year? Why not check out the Travel Escapes Club website again! With many of your TEC travel partners, not only do you get the best and most competitive rates available anywhere, but with many of TEC's identified travel partners, after you've booked and taken your qualified and eligible TEC vacation, you will receive a check from in the mail. It is just our way of thanking you for using our services. Find out more by visiting the TEC site and clicking on the "Cash Back and Value Vacations" button! Oh, and if you haven't done so yet, you can **activate your Travel Escapes**



Club membership by going to www.travelescapesclub.com/activate, then enter your e-mail address for your user name and create your own password. We hope you enjoy using the site and that you find what you are looking for as an escape!

Best regards,
Ken Owens, Managing Director



You Deserve a Break

We have a GREAT reservation special that makes it the perfect time to get away!

How many days have you huddled in your car waiting for it to heat up? Wouldn't it be fantastic to just roll out of bed and stroll to the beach? Shut your eyes for a minute and see the sun glinting on the water, feel your toes digging in the sand... what are you waiting for?!

With the weather this past winter, your friends and your family are tired of the cold, so take advantage of this fantastic special by adding an additional week and bring them along for a great vacation! OR, use the time to extend your vacation from one to two weeks!

USE YOUR MEMBERSHIP WEEK AND GET AN ADDITIONAL WEEK FOR HALF OF THE MAINTENANCE FEE!! – THAT'S RIGHT! If you book your regular week that you already own by April 30th (extended deadline) for any trip to Villa del Palmar Cabo San Lucas or Villa del Palmar Puerto Vallarta, you can purchase an ADDITIONAL week at only half of the maintenance fee. Travel dates must occur from May 15 through September 2011. What a deal!

So give yourself (or a friend) the gift of relaxation. Recharge, refresh and come home better than ever!



Call UVC today and you will be relaxing in a lounge chair before you can say "Bienvenidos a Mexico!" Call 866-464-9280

Suite Getaways

The Owner Rental process this year was simplified by the use of an online tool to submit applications. At this time all notifications have gone out regarding acceptance into the program. However, with this new process we encountered issues that we didn't expect. With what we learned this year, we are now better prepared to streamline the process even more. It is our desire to make this process simple, fast, and easy for everyone to use. Don't forget that the rental program will open on October 1, 2011, for the 2012 year. Updated information will be on www.myuvc.com.

Spring Into Green!

Villa Del Arco has officially started implementing the first of several planned programs aimed at supporting our new membership with the **Global Sustainable Tourism Council (GSTC)**. We launched a call to integrate a team that includes resort employees at all levels, from maids and stewards to department heads. Some notable activities in development are:



- Information about and interpretation of the natural surroundings, local culture, and cultural heritage will be provided to resort guests through weekly newsletters, and to employees via information posted on blackboards in the staff cafeteria.
- A program to reuse and recycle goods used at the resort is also in process.

Cabo San Lucas Resorts Update

Elixir of the Gods – The Tequila Regulatory Council in Mexico recently awarded the Villa Group Cabo resorts with the prestigious “Distintivo T” certification. This is a special designation given only to establishments that have fulfilled extensive training of its staff in the customer service, culture and tasting of Mexico’s Tequila. Mauricio Salicrup, General Manager at Villa Del Palmar Cabo, Lucy Ruiz, General Manager at Villa Del



Arco and Rene Van Balderen, General Manager at Villa La Estancia very gladly and proudly accepted the certificates on behalf of the Villa Group’s Cabo resorts. The “Distintivo T” was formed in 2003 to educate the public on the culture of Tequila, to promote its consumption and to protect its authentication of origin. This drink, which is derived from the Agave plant indigenous to this country, is truly part of Mexico’s National Pride!

Villa del Palmar Cabo

Easter Sunday – April 24th

Activities: Our handcrafters will be making great Easter bunnies. We will have activities for children throughout the day, including a painting contest in the pool area. Winners will receive their prizes at the Tortugas restaurant that night.

Bella California: The breakfast buffet at Bella will be wonderfully decorated and a kid’s Easter breakfast buffet available for all children.

Deli: Easter eggs and chocolate bunnies for sale.

Tortugas: Seafood night celebration in the evening.

Kids’ Day – April 30th Piñatas and candy for all children!

Mother’s Day – May 8th

Activities: Surprise gift for all mothers who attend the Tortugas or Bella California restaurants.

Bella California: “Bella Cena” set menu, special dinner.

Beach Area: Celebrate with a special dinner served right on the beach.

Memorial Day Weekend – May 28th-May 30th

Beach Area: Have a refreshing cocktail right from your lounge chair! With the mobile bar that will be stationed right on the beach, guests never have to travel far for a refill.

Pool Area: A hamburger stand with all the fixins and an attendant grilling fresh burgers just for you.

Father’s Day – June 8th

Activities: Special contests in the pool area.

Bella California: A set menu with a glass of wine included.

Tortugas: Specials on all draft beers.



Palmita Market Promotions

April – Buy one children’s clothing item for regular price and receive second item of equal or lesser value at 40% discount. All children who show a Palmita receipt dated April 30th for more than \$5.00 dollars will receive a free small ice cream. An Egg hunt will take place at the Villas Plaza on Easter Sunday, April 24th.

May – Buy one women’s clothing item for regular price and receive second item of equal or lesser value at 40% discount. The first 100 mothers who visit us on May 10th will receive a beautiful free flower.

June – Buy one men’s clothing item for regular price and receive second item of equal or lesser value at 40% discount. On Fathers’ Day, May 8th, two bottles of wine will be raffled off.

Villa del Arco

Easter Sunday – April 24th

Activities: Egg hunting contest and other related fun activities for children.

La Perla Restaurant: Enjoy a Brunch buffet with festive Easter Bunny-theme décor.

Beach Lounge: Get your “groovy” moves ready for Disco Night!

Mother’s Day – May 8th

Activities: Mothers in attendance can try their skills at handicrafts in the pool area.

Room Service: Beautiful “Welcome” flower arrangements with fruit available for purchase.

La Perla: A special “Chef’s Choice” dish will be on the menu.

Beach Lounge: Celebrate with a tropical-themed dinner menu served on the beach with Mariachi music.

Father’s Day – June 8th

Activities: Special Contests in the pool area.

Taco Bar: Free icy draft beer with any Taco Order.

Buccaneer: Two-for-one cocktails.

Puerto Vallarta Resorts Update

Puerto Vallarta

Food & Beverage Division – We're pleased to report that this coming Spring, Room Service will be part of the All Inclusive Package (7:00am to 10:00pm).

Pool & Beach Area – You can enjoy the extensive range of cocktails during Happy Hour (3-4pm), Coco Locos 2-for-1 all day (10am at 7pm)

Activities – Enhance your vacation with one of our enrichment classes or participate in a fun game next time you visit the resort.

Classes and Games offered daily:

10:30 Spanish Class Monday & Friday

11:30 Aqua Aerobics

12:30 Super Bingo

14:15 Bartending Class

14:45 Tequila Volleyball

17:00 Donkey Derby

Palmita Club (Kid's Club)

Open daily 11:00/12:30 & 2:30/5:00

Mother's Day

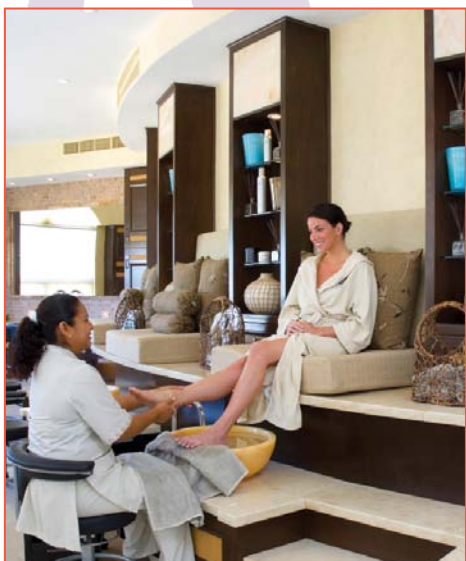
Spa Specials –

All month (May):
Get 10 minutes of foot reflexology on the house with the purchase of any special package. Also, don't miss our special moisturizing Yogurt & Honey Bee Body Treatment.

Father's Day Spa Specials –

Get a free cocktail on Father's Day with the purchase of any special package. Also, don't miss our Special Deep Tissue Hot Towel Massage & Men's European Facial.

La Cucina Restaurant – Enjoy our Early Bird Dinner with an incredible discount of 20% off. Choose any item from our regular menu or dinner buffet, every day 6pm to 7pm (does not apply to Fiesta Mexicana or Beach Party).



Flamingos

Did you know your Travel Agency pays house calls by the pool? Well, not really, but they do offer a convenient new location for travel agency sales and services outside by the Activities pergola! Now you can stop by, grab some brochures and read about the tours and programs and book your tours right there by the pool! Open every day from 10am to 6pm.

Pool Safety – Depth markers have been added to the pool in different areas to make it easy for swimmers and waders to recognize instantly how deep the water is in different areas.



Vallarta Adventures – A great program Vallarta Adventures offers is a first hand look (and feel!) of various critters throughout the week. Tuesdays is the famous sea lion show at 1:00pm, and Fridays they share their two reptile friends, a crocodile and a snake.

La Casona

Flamingos –

Join us each Wednesday at 5:30 pm for an exclusive Wine Tasting event featuring wines from Mexico and around the world. Reservations required through the Sommelier or Concierge. A wonderful event for a nominal fee of \$15.00 USD.





Cabo San Lucas Around Town

Capo San Giovanni – Gianfranco and his wife Hilda invite you to experience the most authentic Italian Restaurant in Cabo, with delicious aromas and flavors of Calabria, in the south of Italy. One of the most visited restaurants in Cabo San Lucas, with its bar and beautiful dining room packed with guests in an unassuming downtown location. A quaint outdoor patio beckons to you to dine al fresco while enjoying live music. So, discover the flavors of the Mediterranean and remember, a glass of red wine with your dinner promotes a healthy life... Buon Appetito!!!

2nd Annual Cabo Marine Show – April 21st to April 23rd, Make a splash at the 2nd Annual Cabo Marine Show 2011. Calling all boating enthusiasts! This show will expect to host over 40 exhibitors from the marine and tourism sectors. The event is held at the Marina Golden Zone, in Cabo San Lucas and is open to the public. On display are globally recognized brands in the boat, marine products, real estate development, golf and tourism industries. Parties, live performances and music will be featured, as well as a grand closing celebration. For more info, visit: www.cabomarineshow.com.



Outback & Camel Safari – Our Outback & Camel Safari is an unforgettable eco-adventure. In small groups, our off-road Unimog trucks take you deep into the heart of the Baja outback on a voyage of discovery and wonder. Spectacular views, knowledgeable guides, delicious cuisine and an

exciting beach camel ride in Rancho San Cristobal make this an exclusive adventure in Baja. During the winter months, be sure to keep an eye out for whales as they swim past in the deep blue sea.

Puerto Vallarta Around Town

Fajita Republic – Located in Vallarta's "Romantic Zone," Fajita Republic is highly recommended for their friendly service, delicious food and great prices. You're welcomed at your table with warm chips in a cone and chilled salsa, as well as sliced cucumber and jicama sprinkled with paprika (delicious!). The chicken fajitas and the vegetarian fajitas, when paired with a strawberry or mango margarita, are out of this world! A second restaurant location was also recently opened in Nuevo Vallarta.



Tropical City Tour – If you want to know more about Puerto Vallarta, this is the tour for you! It takes you on a complete tour of the city and surrounding areas in air conditioned comfort. We will show you the best shopping spots in town. You will see all of Puerto Vallarta, from the suburb of Pitillal to the exclusive homes of Conchas

Chinas, perched on the cliff. After a visit to Mismaloya we'll turn inland to the jungle, visiting the tequila distillery and stopping for lunch at the Secret Garden Restaurant. After lunch (not included) there will be free time to take pictures and relax. Offered daily from 10:00am to 4:00pm.

Cinco de Mayo celebration – (May 5th) The city celebrates with carnival processions through central Puerto Vallarta.

Anniversary of the Founding of Puerto

Vallarta – (May 31st) Celebrations include fireworks, music, festivities and large crowds around the Malecon (boardwalk).

Sea turtles begin to nest – (June) At locations around the coastline of Puerto Vallarta and Banderas Bay. Many locals and visitors take an important role by observing and protecting them.

Municipal Band Concerts – (June through August) Outdoor summer concerts performed by the Municipal Orchestra, are held outside City Hall, free of charge, on Tuesdays and Sundays at 6:00pm.



Islands of Loreto Resort Update



Villa del Palmar Loreto Resort Dining Update – Yum!

How will you pick from all these delicious choices?? Our on-site restaurants are intended to create mouth-watering cuisine as well as celebrate the splendor of this magnificent setting. Here are the great restaurants you will have to choose from when you visit the Villa del Palmar Loreto:

“The Market” – Casual restaurant open 7 days, 7am – 11pm, breakfast, lunch and dinner buffet service with small a la carte menu. Located in front of swimming pool. Offers indoor A/C and outdoor seating areas.

“Mia Casa” – Pizza and Snacks. Restaurant and bar offers



lunch, dinner and snacks 7 days, 11am – 10pm. Located at front of pool with open ocean view (Mia Casa also services pool area).

“Danzante” – Specialty Restaurant with indoor A/C and outside seating, wine cellar and private room, bar and lounge area. Features open kitchen concept/7 days 6pm - 11pm dinner service only (April 2011).

Room Service – We also offer 24-hour room service as well as four fire-pits along the beach that will serve desserts, coffee, and drinks.

Buen Provecho! Enjoy your meal!



Islands of Loreto Around Town



Sea of Cortez Islands Declared A World Heritage Site

– The mission of the United Nations Educational, Scientific and Cultural Organization (UNESCO) is to conserve and protect cultural and natural heritage, and as such has declared the Islands and Protected Areas of the Gulf of California (Sea of Cortez) in Baja California, Mexico, a World Heritage Site.

UNESCO’s World Heritage Sites include the most varied and wondrous places in the world. You will be familiar with many like the Great Wall of China, Australia’s Great Barrier Reef, the Galápagos Islands, and the Taj Mahal. This list of magnificent destinations now includes Baja California’s Islands and Protected Areas of the Gulf of California, including the Bahia de Loreto.

The UNESCO site comprises 244 islands, islets and coastal areas that are located in the Gulf of California in north-

eastern Mexico. The Sea of Cortez is significant in that almost all major oceanographic processes occurring in



the planet’s oceans are present there. It is home to 695 plant species, more than in any marine or island property on the World Heritage List. It is home to 891 fish species, contains

39% of the world’s total number of species of marine mammals, and a third of the world’s marine cetacean species. (Facts from whc.unesco.org.) It is an important area for study and has been called a “natural laboratory.” But perhaps the area is known to most for its striking natural beauty. The beautiful turquoise waters of the Bay are framed in a beautiful setting of high cliffs, unspoiled beaches and rugged mountains. It truly is a magical and diverse destination that offers something for everyone.



Cancun Resort Update



It's Dinner Time – with these great dining venues and programs, you will look forward to a delectable new experience each night!

VDP Cancun Theme Nights – It's Like Getting Three Vacations in One! Our Theme Nights are rapidly becoming one of the favorite pastimes for our members and guests. After a nice day at the beach and a relaxing hot shower, take a stroll downstairs and step into one of three different culinary and entertainment experiences. Throughout the week we offer Mayan Night, Mexican Night, and Caribbean Night, complete with traditional dishes from each of these unique cultures. All theme nights are open from 7pm to 11pm and feature fantastic live entertainment performances. Enjoy the food, enjoy the drinks, and enjoy the music!

Sushi Nights – Presented on the Lower Terrace, serving an incredible array of sushi and sashimi (vegetarian options available). A perfect

place to relax with a drink while gazing out at the pristine water. Nourish your body with fresh, delicious Sushi, and nourish your soul with the soothing sounds of the waves. Restorative and delicious at the same time – that is what vacation is all about!

Zama and La Casona – Each of our restaurants feature a full a la carte dining menu. With a range of tantalizing steaks, seafood and Chef Specialties, you will enjoy trying everything on the menu!

Personalized Romantic Dinners – For those of you who just want to gaze into one pair of eyes at night, we offer personalized romantic dinners in the pool area, on the beach, or on your room patio. Reservations are required. This option is perfect to celebrate a special occasion, or to create a magical and

memorable evening under the stars that you and your loved one will keep in your hearts forever.



Zama Restaurant at night.



Cancun Around Town



La Habichuela – A Cancun classic, this wonderful gem of a restaurant is family-owned and operated, and you can tell! From the moment you walk in, you feel as if you are being welcomed into the home of an old friend. The food is excellent and the staff is friendly and engaging. One of the most compelling aspects is the romantic garden, which is filled with native plants and trees lit with sparkle lights, and authentic Mexican and Mayan sculptures and art. It creates the illusion of Mayan ruins under starlight. A beautiful and magical venue! La Habichuela is the winner of numerous restaurant awards. Must Try: Their signature “Cocobichuela” has chunks of curried lobster and shrimp over rice – served in a real coconut! Now you don't find that on a menu every day! www.lahabichuela.com.



Eagle's Wings Foundation

A Day in the Life of Eagle's Wings Volunteer Representatives

Have you ever wondered how the Eagle's Wings Foundation (EWF) determines which organizations they will provide assistance to each year? In February, two local representatives, Cesar Sanchez and Biby Flores, organized a round table meeting at Villa del Palmar Cabo and met with Congressman Alberto Treviño and over a dozen local non profits that provide a variety of services to children, the poor, the aged and the infirmed.

The organizations introduced themselves and their missions and reported on the benefits derived from the 2010 EWF grants. The group had a meaningful discussion and it was decided to meet once a month to discuss the formation of a coalition of associations (similar to that in Jalisco), to fully understand the different



Cesar Sanchez (far left) and Biby Flores of EWF

programs from a fiscal perspective. The importance of creating strategic alliances to utilize each others' strengths was emphasized. Congressman Alberto Treviño expressed his support and willingness to learn about each project, and to introduce various legal initiatives which will benefit the Cabo Association. In particular to establish a

fund for the associations to cover costs such as administration, accounting, legal issues, fundraising, marketing, communication, and voluntarism.

Finally, each organization delivered their fiscal report for 2010 and their Grant Requests for 2011. It is noteworthy that each organization in Cabo supported last year completed 100% of the requirements

mandated by the Foundation for legal and transparency purposes. Biby, Cesar and the rest of the Grants Committee are charged with reviewing each project and providing their recommendations to the Eagle's Wings Board of Directors, who votes to approve each grant.

MAC Update

As you know the Member Advisory Committee (MAC) is charged with developing ideas for programs and services at the resorts and presenting them to management and the Board of Directors. Here are some of the great suggestions this group has developed that are being considered and reviewed at this time:

- Standardize the pool towel check-out system at all resorts by eliminating the plastic card system and replacing it with a sign-in system.
- Improve the communication system for the Shuttle Service from the airports to the resorts by making sure all reservation confirmations contain clear instructions for how to navigate the airport.
- Improve accessibility and services for our handicapped members and guests by designating special areas near the beach, and also by equipping more first floor rooms with additional handicap aids.
- Work with resort and Club management to designate the resorts as "non-smoking."

Remember that communication between the MAC, the members, Resort Management and Club Management is critical to ensure the smooth operations of our Club. All suggestions are welcome – email clubmail@myuvc.com or stop by one of the Club Offices and your ideas will be forwarded to the MAC for discussion at our next meeting.

MAC Golf Tournament to Benefit Eagle's Wings Foundation

If you are a member or a guest of a member who plans to attend the UVC Annual Meeting October 20-23 and are a golfer, then keep Thursday October 20th open! The MAC is looking into holding a golf tournament fundraiser to benefit Eagle's Wings Foundation.

More information needs to be researched as to location and costs, and we hope to have this available in the June 2011 newsletter. We need your help! MAC is looking for members who will help sponsor the event or contribute in any way to make this a reality. Please contact MAC member Neil Taber at ntaber2000@yahoo.com for further information.



A Tropical Oasis

The moment you step onto the grounds of the beautiful Villa del Palmar Resorts, no doubt one of the first things you notice is the lush landscaping that instantly reaffirms you have arrived in paradise to begin your rejuvenating vacation. From the beautiful signature palm trees from which the resorts derive their name (Palmar means "Palm Grove" in Spanish), to the colorful flora and fauna that invite you to leave all worries behind, it takes hard work and skill to maintain this colorful, living backdrop for all your vacation photos.

Gregorio Vargas Muñiz (known as "Goyo"), the Chief Gardener at VDP Flamingos, enjoys his work so much he has taken his art a step further, delighting resort guests with his beautiful animal-shaped creations. At VDP Puerto Vallarta, Chief Gardener, Alberto Osoria, cares for upwards of 390 palm trees (5 varieties) and approximately 35 different plant and tree types! So, when you walk through the pathways lined with "Purple Heart" ground covering or vibrant "Bougainvillea" spilling out of decorative planters, remember these people who work hard to bring you these visual delights.



Member Referrals



Clip this certificate and give it to a friend who deserves a spectacular vacation!

**Invite your friends
to come and enjoy
one of our resorts!**

**Packages Starting at \$249
Call 1-800-676-9394**



An
Exclusive
Invitation
to
Experience
Mexico

Time to Change Your Point of View... A Dream Vacation is Waiting For You!



The Villa Group Cabo San Lucas - Puerto Vallarta - Islands of Loreto - Cancun

We Need You! Call for Candidates

Are you a Member who would like to be considered for nomination for the 2011 UVC Board of Directors "Member Director" Election? Member Directors are elected for a term of three years. Interested parties should submit an application and a short 250-word biography to be considered by the Nominating Committee no later than

May 20th, 2011. Please contact clubmail@myuvc.com for more information.

Name	
Candidate A	<input type="radio"/>
Candidate B	<input type="radio"/>
Candidate C	<input type="radio"/>

UVC Members eligible to vote may do so by proxy or by secret ballot at the Annual Meeting. By completing your proxy, you help establish a quorum for the Annual Meeting to conduct business and hold the election. Look out for your proxy soon!

UVC Annual Calendar

Maintenance Fee Deadlines

October – Maintenance fee assessment bills will be mailed.

November 30th – Maintenance fee payments due. 1st Installment is due for members utilizing the quarterly maintenance fee payment option.

December 1st – Unpaid maintenance assessments are delinquent and subject to late fees and penalties.

February 1st – 2nd Installment due for members utilizing the quarterly maintenance fee payment option.

May 1st – 3rd Installment due for members utilizing the quarterly maintenance fee payment option.

August 1st – 4th Installment due for members utilizing the quarterly maintenance fee payment option.

Vacation Banking Deadlines:

Summer Requests must be received by:

Villa del Mar	07/15
Villa del Palmar – PV	08/01
Villa del Palmar – Cabo	08/15
Elite/VPA/Gold (Summer)	09/01

Winter/Holiday Requests must be received by:

Villa del Mar	09/15
Villa del Palmar – PV	10/01
Villa del Palmar – Cabo	10/15
Elite/VPA/Gold (Winter/Holiday)	11/01

Annual Meeting Information

October 1, 2011 – Registration deadline for Annual Meeting attendance.

October 22, 2011 – UVC Annual Meeting will be held at Villa del Palmar Flamingos in Nuevo Vallarta, Mexico. Registration and information at www.myuvc.com.

Universal Vacation Club

404 Camino Del Rio South, Fourth Floor
San Diego, CA 92108

Hours: 7:30 am to 6:00 PM PST

Toll Free: 1-800-852-4755

Direct Dial: 1-619-683-7440

Elite/Residence Club: 866-464-9284

Villa Preferred Access: 1-866-464-9280

Gold members: 1-866-465-3882

Cancun members: 1-866-668-9261

Loreto members: 1-866-668-9088

Fax: 1-619-209-5920

Website: www.myuvc.com

Email: clubmail@myuvc.com

E-Mail Contacts

Member Services: clubmail@myuvc.com

News Between Amigos: amigos@myuvc.com

Board of Directors: myboard@myuvc.com

Developer Sales/Marketing Group

Website: www.uvcmembers.com

Travel Escapes Club

Vacation Travel Service

Toll Free: 1-866-226-4173

www.travelescapesclub.com

ResortCom International

Website: www.resortcom.com

Owner Rental Program

Website: www.myuvc.com/rentalprogram

Health Travel Guides

Toll Free: 1-866-978-2573

600 Townsend Ste. 120e

San Francisco, CA 94103

www.HealthTravelGuides.com

Owner Referral Program

Toll-Free: 1-800-676-9394

Vacation Exchange

Interval International (II): 1-800-634-3415

CANADA: 1-800-638-3400

Website: www.intervalworld.com

Resort Condominiums International (RCI):

1-888-909-3773

CANADA: 1-800-527-5219

Website: www.rci.com

Resort Phone Numbers

Villa del Mar/Villa del Palmar – Puerto Vallarta

Bldv. Francisco Medina Ascencio

KM 0.3 Puerto Vallarta, Jalisco MX 48300

Phone: 011-52-322-226-1400

Fax: 011-52-322-224-6837

Villa del Palmar – Flamingos Resort

Paseo Cocoteros 750 Sur

Nuevo Vallarta, Nayarit MX 63732

Phone: 011-52-322-226-8100

Fax: 011-52-322-226-8101

Villa del Palmar – Cabo San Lucas

Km 0.5 Camino Viejo A San Jose

Cabo San Lucas, BCS, MX 23410

Phone: 011-52-624-145-7000

Fax: 011-52-624-145-7071

Villa del Arco – Cabo San Lucas

Km 0.5 Camino Viejo A San Jose

Cabo San Lucas, BCS, MX 23410

Phone: 011-52-624-145-7200

Fax: 011-52-624-145-7201

Villa del Palmar – Cancun

Carretera a Punta Sam Km 5.200,

MZ9, SMZ2, L3 Isla Mujeres

Quintana Roo, MX 77500

Phone: 011-52-998-193-2600

Fax: 011-52-998-193-2600 ext.1019

Villa del Palmar – Loreto

Carretera Transpeninsular K.M. 83

Ensenada Blanca

Loreto BCS – 23680

Phone: 011-52-613-134-1000