



# Message From The President Meet The Newest Additions To The UVC Family

I know some people who didn't have a summer vacation! The construction workers in Cancun, and Loreto who are hard at work building the next additions to the Villa del Palmar family!

**Cancun** is known for its white sand beaches, near-perfect weather, and bright blue waters – its location was actually chosen by the Mexican government as a tourist destination because of its weather, beach quality, and accessibility. Very soon you will be able to take advantage of its clean streets, high-end shopping malls, movie theaters, and nightlife. We can't wait!

As you can see from the picture, construction is already well under way.

The construction team has already worked up to the fifth story of the first building, and all facets of the overall construction project are on track. First available occupancy is projected for the end of 2010 and is on schedule. If you go to [villagroupresorts.com](http://villagroupresorts.com) you can see a rendering of what the finished resort will look like. The resort is going to be beautiful!

**Loreto** - Just take a look at the gorgeous view you will have once Villa del Palmar Loreto is complete! This quiet spot is

rustic and idyllic, and the developers are hard at work creating another unforgettable home-away-from-home for you to enjoy, and in which you will be able to make every vacation dream come true.

Currently, the majority of the workers are concentrating on

pouring the concrete slab for the first floor and installing the electric, hydraulic and sanitary facilities. The steel for the slab level is being placed for the Spa and Building 7, and the steel is also being placed in the foundation for different areas including the Laundry and water storage (cistern) areas. Wood forms and concrete for the walls is also on the agenda. We are all so excited to witness the progress on these amazing new resorts. Stay tuned for more updates!

Sincerely, Bob Kistner, UVC President

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## A Message From Your Club Director

Well, the good news is that we started the work on remodeling Villa Del Palmar Puerto Vallarta and Cabo; the bad news is that we started the work on remodeling Villa Del Palmar Puerto Vallarta and Cabo. Here are the great improvements we are working on at your resorts!

### Cabo San Lucas:

- For the interiors, we will be changing the bedding, curtains, lamps, art, rugs and furniture, and adding Murphy beds to some one and two-bedrooms.
- We will be updating the lighting in the kitchens and bathrooms.
- In the gym area, all wet areas, the locker room, reception and the cardiovascular room will be upgraded, and the hospitality suite will be moved to the first floor.
- The entire pool area is being remodeled. The stamped concrete decking is being replaced with flagstone, and a new casual seating area with a large fire pit is being added to add ambience.
- We are installing carpet in the hallways of

building 1 and 3 and changing the windows that face the hallway to try to eliminate the noise as people walk to their rooms at night.

- In order to minimize the inconvenience we are allowing our Villa del Palmar Cabo members to use the pool and facilities at Villa Del Arco. We also continue to have activities at the top pool of the resort.

### Puerto Vallarta:

- New Murphy beds will be installed in some of the one and two-bedroom units, and demolition of all concrete beds will be completed.
- The pool decking around the two pools will be replaced with flagstone.
- The lighting in the bathrooms and kitchens will be improved in some of the units.
- New phones will be installed so that all living areas and bedrooms will have phones.

We are really excited about the improvements we are making at the resorts. Stay tuned for updates as we progress, and check [www.myuvc.com](http://www.myuvc.com) for updated pictures as they become available!

Rhonda Mayer, UVC Director

## Hey, What's Your Story?

Tell us and you could win a One Week High Season Vacation with Airfare for 2!

When Bill & Mary came to the resort 23 years ago, they had been married for 10 years, and shared their sad story of how they had been unable to have children. They purchased a UVC membership. The next time they came, Mary was pregnant! The only change to their lifestyle after 10 years was that because of UVC they began to vacation more – and bingo! The last time they were seen at the resort they had two beautiful children.

Now it's your turn! Tell us a funny, sweet or interesting vacation story and you could be the big winner!! Email your story to: [ClubMail@myuvc.com](mailto:ClubMail@myuvc.com). We will post them online and have the members vote. Contest details will be added soon to [myuvc.com](http://myuvc.com). Enter today! Contest ends December 15, 2009.

**Are Murphy Beds comfortable?** Absolutely. Unlike sofas and futons, Murphy Beds do not require any folding of the mattress. Therefore, you are sleeping on a quality innerspring mattress without the bars and lumps associated with sofas.

### Are Murphy Beds difficult to open and close?

Not at all. Most people are surprised at how little effort is required. The Murphy Frame mechanism we have selected is spring-balanced for easy operation.



# UVC Member Referral Program

For years UVC Members have earned Palmares by participating in the Referral program. Members use their Palmares for annual maintenance fees and loan payments, resort services, additional room nights, and more! We also enter you into a drawing where you can **win your choice of 2 incredible Grand Prizes!**

Just ask Member **LaJean Corbett**. LaJean won a 7night/8day Mediterranean Cruise this past July in our Grand Prize Drawing! We couldn't be happier for her. Please let us know how your cruise goes, LaJean!

**Remember, the only way to be rewarded for your Referrals is by registering them through our office. Call us today at 1-800-676-9394**

What are you waiting for? Refer today, and earn Palmares to help pay off your maintenance fees tomorrow!

## The Survey Says...

The Survey Says? Who Says? Yes, you can have a Say... **The Club wants your feedback!** People tend to say nothing when they are satisfied with good service – they simply keep returning. However, by doing this, suggestions for improvement are never discussed. By completing the Club's online survey, you can have a say, whether you are satisfied, or have new suggestions regarding the service provided to you.

By providing your email address when checking in, you will receive an email asking that you complete an online survey at your convenience. It is quick to

complete, with a very easy rating system. People's views change continuously. By measuring members' satisfaction and expectations the Club can ensure money can be spent on things that matter the most to members.

Management is fully behind the program and is genuinely interested in what you have to say. Survey results go to the Club Director and General Manager of each resort and are reviewed at weekly meetings. Month end reports are generated and are sent to all Managers, the Club President and the Villa Group. Staff are recognized for their performance.

Please take a few moments to complete the online survey. It is an excellent way to share your views, to help improve each member's vacation experience.

Deborah McPherson



## Point(s) In The Right Direction Villa Preferred Access (VPA) Program

As UVC President, it is my job to continually work with the developers and the Club staff to enhance the value of your UVC membership. A few years ago we brought you the Gold Membership and with that came more benefits without additional fees. Now, with the Preferred Access Program (VPA) we can go even further and provide you even more flexibility!

With a VPA membership, your vacation week has a certain point value, depending on the season and unit size. Points are used like "currency" to reserve various size accommodations, season and number of days. The greatest advantage to a points system is that we don't have to start with a specific unit and season type, and then "upgrade" from there, with related fees, payment of maintenance fee

differentials, or time restrictions. The new points system alleviates all of those limitations! There are no time restrictions, no upgrade fees, and no split week restrictions (except for a 2 night minimum). Reservations are always based on availability - here are some examples of how can use your points any way you want:

- Split a winter 2BD (2600 pts) into 5 different 4 night stays in a summer studio (200 points each) – leaves 100 points to bank to next year
- Trade 2 Gold summer 1 BDRS to a winter 2BDRM in Cabo – with NO upgrade fees or reservation deadline restriction (Gold members have 60 day window)
- Borrow all your points for 5 years and have a blow-out family reunion in a 2BD penthouse!

- Not enough points for what you want to do? No problem- just borrow points from next year or upgrade to a higher point level! If you can't use them, just bank them and save for next time!

Remember – you receive extra benefits just as our Gold members do – special VPA check-in, exclusive 800 reservation number, discounts from restaurants, stores, golf and other partners, preferred time rates, multi-day check-in, medical evacuation travel insurance, and free upgrades (based on availability) and more. Next time you are at the resort, check with Sales to see if a VPA membership is a good choice for you!

Bob Kistner, UVC President

# Travel Escapes! Club

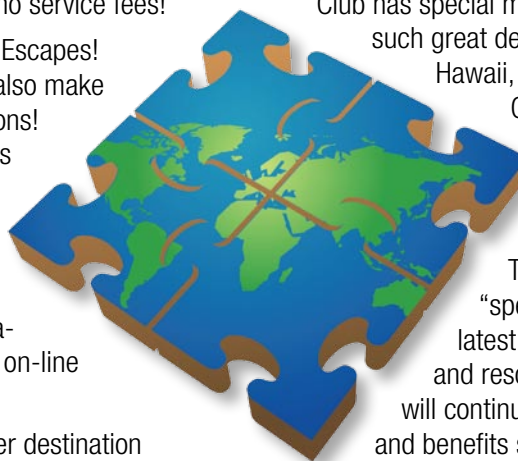
Have you visited the Travel Escapes! Club website yet? ALL UVC Gold and Preferred Access members are automatically members of the Travel Escapes! Club. (Non-Gold UVC members can join for a nominal annual membership fee of \$ 89 per year.)

Go on line to **www.travelescapesclub.com** and book air travel anytime to anywhere!

- Airline prices for Travel Escapes! Club members are competitive with air travel prices found anywhere on the web.
- Plus, when Travel Escapes! Club members book thru the Travel Escapes! Club

website, there are no service fees!

- Once on the Travel Escapes! Club site, you can also make your UVC reservations! More UVC members are using the Travel Escapes! Club on-line booking process to book their next UVC vacation than any other on-line booking option!
- Want to visit another destination without giving up your time at your UVC resort this year? The Travel Escapes!



Club has special member pricing to such great destinations as Kona, Hawaii, Puerto Rico, Park City, Utah and more! (map with pins image)

Check out The Travel Escapes! Club "specials" page for the latest in featured cruises and resort destinations! We will continue to add features and benefits so be sure and visit often to see what else is new for Travel Escapes! Club members!

## Health Travel Guide

### Bothered By Lower Back Pain? You're Not Alone.

If you are you one of the millions that live with severe, chronic lower back pain, then you need to know about Lumbar Dynamic Stabilization. According to Science Daily (Dec 2008), back pain affects more than 80% of us and costs more than \$100 billion annually. Degenerative changes of the spinal column are the most common underlying cause of chronic low back pain. As people age, degenerative changes accumulate, affecting the vertebral discs, vertebra, facet joints, and ligaments in the lumbar region, leading to painful compression of spinal nerves and nerve roots. Spinal fusion is the most common attempt to relieve pain, with over 200,000 performed each year. At a cost often more than \$70,000 per procedure, spinal fusion has been controversial, due in part to the difficulty in determining whether a patient's back pain is related to degenerative disc disease. In addition, spinal fusion alters the biomechanics of the back, potentially leading to premature disc degeneration, a particular concern for younger patients.

### A Better, More Affordable, Option

Dynamic Stabilization is an alternative to fusion. It uses flexible materials to stabilize the affected lumbar region while preserving the natural anatomy of the spine. It is intended to alter the load bearing pattern of the motion segment and to control any abnormal motion while leaving the spinal segment mobile. Dr. Juan Dipp is located just over the California border, in Tijuana, Mexico at Hospital Angeles Tijuana, part of Mexico's largest private hospital network. Dr. Dipp developed the worldwide protocol for Lumbar Dynamic Stabilization, trains new surgeons around the world, and is considered the world's top surgeon for performing the procedure.

### Advantages Of Dynamic Stabilization Over Open Surgery:

- Less invasive
- Less hardware implanted in patient
- Shorter operating room time
- Less post-operative pain
- Procedure is reversible

### Who Is A Candidate?:

- Patients up to 55 years old
- Patients with lower back pain
- MRI showing black discs
- Patients with degenerative disc disease

Hospital Angeles Tijuana is proud to offer this new treatment to American patients through its Angeles Health Medical Travel Program. With packages ranging from \$12,000-\$14,000, Lumbar Dynamic Stabilization offers a huge price advantage over traditional open surgery. For more information, <http://angeleshealth.com/lumbar-dynamic-stabilization/>.





# Eagles Wings Foundation

In mid-June, a Villa del Arco owner, US Navy Lt. Rebecca Kromer, and a group of her friends came to Cabo and held a dental hygiene program for the children at Los Ninos del Capitan, a Day Care Center for underprivileged children. The visit was coordinated by Cameron Thatcher, Director of Amigos de Los Ninos, who is also an EWF Board member. Approximately 100 children were shown proper tooth brushing techniques in a video as well as with demonstrations by puppets using oversized toothbrushes. Each child received a free dental care packet to take home. Also covered were talks about nutrition, sugar and prevention of cavities.

Lt. Kromer, who is a dentist, had recently

completed a year-long Navy residency program in Advanced Education in General Dentistry, and is currently serving aboard the USS Ronald Regan. She has served as coordinator for Children's Dental Health Month in San Diego where presentations were given to almost 3000 children. Eagles Wings would like to say "Thank You Very Much" to Lt. Kromer and her friends for giving their time and gifts to the children of Cabo San Lucas and wish her the very best in her future endeavors.

We also want to thank Carlos Aquino, Villa Group Director for the Los Cabos Area, for providing transportation to and from the presentation

Bob Ryan, EWF Executive Committee



## Puerto Vallarta Grants

- \$5,000 CLINICA DE REHABILITACION VALLARTA SANTA BARBARA A.C.**, Washer, dryer, fridge, computer, scale, blood pressure monitor & plantoscope
- \$5,000 FUNDACION ASISTENCIAL PARA PERSONAS CON SINDROME DE DOWN A.C.**, Scholarships, transportation help, medications & educational materials for Down Syndrome
- \$2,000 PROYECTO PITILLAL BUSCA UN AMIGO A.C.**, Construction of two consultation rooms in lobby area
- \$4,000 ASILO SAN JUAN DIEGO A.C.**, Construction materials
- \$5,000 CASA HOGAR MAXIMO CORNEJO QUIROZ A.C.**, 15 reinforced bed frames & remodeling of restrooms & showers
- \$3,000 ARTURO Y LOS HIJOS DE DIOS A.C.**, Monthly payments for 2 or 3 months for those benefitted (what is this – check with Jim or Bob)
- \$5,000 ASOCIACION FEMENIL VALLARTENSE A.C.**, Scholarships, transportation, medications & therapies for children with cancer
- \$3,000 MUJERES UNIDAS POR BAHIA DE BANDERAS A.C.**, Scholarships
- \$4,000 DISCAPACITADOS VISUALES DE PUERTO VALLARTA A.C.**, Musical equipment for the visually impaired
- \$4,000 MANOS DE AMOR POR BAHIA A.C.**, Kitchen equipment, bathroom fixtures & tiling.
- \$5,000 BANCO DE ALIMENTOS DE PUERTO VALLARTA A.C.**, Basic food staples such as sugar, beans, rice, cooking oil, etc.
- \$6,000 MAMAS UNIDAS POR LA REHABILITACION DE SUS HIJOS A.C.**, Physical therapy scholarships, additional rehab equipment
- \$5,000 PRO BIBLIOTECA DE VALLARTA A.C.**, Establish a permanent exhibit space for local artist's works
- \$6,000 REFUGIO INFANTIL SANTA ESPERANZA A.C.**, Security surveillance system & scholarships
- \$2,000 ALAS DE ESPERANZA A.C.**, Basic hygiene products for inmates
- \$2,000 DIF (PROGRAMA PAID)**, Orthopedic equipment
- \$5,000 DIF (BECAS)**, Elementary School Scholarships
- \$3,000 DIF (ASILO DE ANCIANOS)**, Misc. equipment & materials
- \$5,000 CLINICA MEDICA ASISTENCIAL PUERTO VALLARTA**, First aid and medical materials
- \$2,000 CASA INFANTIL MOJONERAS A.C.**, Buying its own land to continue their program for underprivileged minors
- \$2,000 VALLARTA ENFRENTA EL SIDA A.C.**, Condom distribution, medical tests & training
- \$5,000 INSTITUTO TECNOLOGICO SUPERIOR DE PV, 25** College Scholarships for 10 months of 500 pesos each
- \$2,000 BECAS VALLARTA A/C**, Scholarships for elementary and middle school students

## Cabo San Lucas Grants

- \$10,000 LOS NINOS del CAPITAN, A. C.**, Day Care Center for Underprivileged Children
- \$10,000 AMIGOS de Los NINOS, A. C.**, Provides Medical, Dental and Visual Support for Underprivileged Children
- \$5,000 MOBILIZE MANKIND**, Electric Wheelchairs and Accessories for Handicapped Children
- \$5,000 RED AUTISMO, A. C.**, Provides Training to Autistic Children and Parents
- \$6,000 GREEN SCHOLARSHIPS**, Provides College Scholarships to Underprivileged Students who maintain high Grade Point Averages and do Community Service Monthly
- \$5,000 CABO SPECIAL NEEDS SCHOOL**, Provides Schooling for Handicapped Children

## \$10 For 10 And "Bring-A-Thing"!

This October when you receive your maintenance fee bill, please consider donating an additional \$10 to celebrate the 10th anniversary of Eagles Wings Foundation. This is just \$1 for each year EWF has been helping all the wonderful charities in Vallarta and Cabo. Give back to the places that have meant so much to you – the children and classrooms there desperately need our help. Your \$10 DOES make a difference!

Do you have a little pocket of space in your suitcase? Stick in a few boxes of crayons! Any of these items take up hardly any room and are so vitally needed in the schools in Mexico: Crayons, pencils, colored paper, craft supplies, stickers, markers, coloring books, clothing, tennis shoes, sports equipment. With your help we have collected approximately 50,000 items over the years! **Remember:** Even one or two items can help a classroom! **We accept donations at all Vallarta and Cabo San Lucas Resorts –Drop Off at UVC Office!**

# Resort Updates

## Puerto Vallarta, Nuevo Vallarta, Cabo San Lucas

### Building A Great Foundation

We all know the Developers know how to build beautiful resorts – but did you also know they know how to build great employee morale? Laying a sturdy foundation is a critical part of any building – and that is just what the Developers are doing with the staff of the hotels, too. When it comes to hiring, training and empowering the staff, they are implementing key programs to motivate employees, reduce attrition and encourage each member of their team to do their personal best.

- **Meet Your New GM!** Ms. Joamilka Contreras has been appointed as new General Manager for the Flamingos complex and will be overseeing both Villa del Palmar Flamingos and Villa la Estancia.



Joamilka Contreras

- **Managers Put On A Different (Chef) Hat!** In the Employee Cafeteria once a month you might be surprised to see who is taking orders from whom! This is a special event where employees are served gourmet cuisine by Executive Management –an idea to foster a fun

environment with the bosses being “bossed” by the employee “customers.” Additionally, the night-shift staff has the opportunity to have breakfast with Management. In both cases, this more relaxed atmosphere fosters communication and camaraderie among the staff and management personnel.

- **Recognizing The Brightest Stars**

The resorts holds regular meetings where Front and Back Office staff are recognized for superlative work in categories such as “Honesty,” and for those who earn the most positive survey feedback. The Regional Director, the GM, and other Executives give recognition to employees and supervisors who exceed expectations in the performances of their duties. At a recent Flamingos staff event, one fun highlight was the Employee Singing Contest. UVC staff member Odilia acted as one of the judges, and UVC’s own Cesar Flores gave a great performance! (You can say you “knew him when!”)

- **True Leaders Create Other Leaders**

The Development Team has a policy to promote from within when possible, and they believe it is important to create an environment in which anyone can develop his or her potential. True leaders help others achieve their goals, and if you look around the Villa Group resorts, that is exactly what you will see.

- **Other Promotions Include:** Carlos Silva was promoted to Rooms Division Manager for both Villa Del Palmar Flamingos and Villa La Estancia. Miguel Velazco, who was the Front Desk Manager, took Carlos’ position and is the new Rooms Division Manager for VDP. Raul Ochoa was promoted to Front Desk Manager for VDP. Nora Orozco is back as Spa Manager for Flamingos. Congratulations and much luck to all in their new positions!

- **Scholarship Program** – The Villa Group has implemented a wonderful and generous scholarship program for its employees. Provided the staff member has worked for the Resort for at least one year, and has a high school average of 8.5, the employee can apply to be considered for a Developer-sponsored full tuition scholarship for their selected course of study. Here is Lidia Espinoza Solis, who is studying Tourist Business Administration at UNIVA (Universal del Valle de Atemajac). You can find her most days at the lobby bar at Villa del Palmar Flamingos!



Lidia Espinoza Solis

## How Are We Doing?

At UVC and in the resorts, we use an electronic system call Market Metrix to monitor service levels. These numbers are based on your responses to the surveys sent each quarter. We use these figures as the primary tool to gauge our performance before and during your stay at the resorts.

We are pleased to report that our numbers have

dramatically improved over the last 12 months, and are now staying steady in the range of 84% to 85%. These surveys are reviewed by both Resort Management and Club Management. We take each score and each comment seriously, and the results are factored into our decisions as to how best to continue improving the service levels at all of the resorts.

Report  
Card

A+



# Boarding Passes And A Cup Of Joe – What Could Be Easier?

Now you can print your return trip Boarding Pass right at the resort! For a small fee of \$6.00 pesos (a bargain at less than a dollar) you can print out your boarding passes and get a jump on that security line! At Flamingos go to the Internet cafe located inside the Palmita market. At Villa del Mar (Palmar) downtown, go to the Cyber Café inside the market at Villa del Mar. Coffee is optional but highly recommended. (Please note – these special member printing fees apply only to boarding passes and not emails or general documents.)



## Cabo San Lucas Update

The Desert Spa at Villa del Arco is pleased to announce a very special event - **“Weight Loss and Anti-Aging Seminar.”**

Hosted by the now-famous Desert Spa, a special seminar on how to lose weight and develop anti-aging habits will be held at Villa del Palmar on Sunday, October 18, 2009. The event will be in the convention salons of the hotel Villa del Palmar. There will be two expert speakers, with a healthy-snack and beverage break between the lectures for all attendees. The seminar will start at 2 pm and will finish at approximately 6 pm with a raffle.

A \$20 USD donation is suggested to attend this special Villa Group event. All the funds received will go to the Humane Society Charity of Los Cabos. Help yourself - and the animals of Los Cabos - by attending this unique event. Don't miss it!





# Que Pasa Puerto Vallarta?

**Bucerias Art Walk** – started just a few years ago, Bucerias is becoming well known for its Art Walk – be sure to visit some or all of the 17 exhibition venues along the newly paved Lazaro Cardenas. Official site: <http://www.thebuceriasartwalk.com>. Walk schedule: November 5th & 19th, December 3rd, 17th, 24th\* & 29th\*\*, January 7th, & 21st, February 4th, 11th\*\* & 18th, March 4th & 18th, April 1st, 15th & 29th, \*Dec. 24th, Traditional Bucerias Posada, \*\*Champagne Receptions at The Bucerias Art Walk Plaza.

**Dining Out In Bucerias:** Our Concierge suggests the beautiful, ocean-front location of “**Adautos.**” It features delicious sea food that is great for the whole family, or a romantic dinner for two. Specialties are the combos of sea food and meat, as well as specialty-flavored Margaritas. Reservations are suggested especially for dinner, so ask our Concierge to assist you and make sure to confirm the Gold Card is still accepted for a discount in your meals. Major credit cards are accepted (except American Express.)

**Spend The Day At The New Galerias Plaza Mall:** Located next to Wal-Mart and in front of the marina pier, 5 minutes by taxi from Villa del Mar/Palmar Puerto Vallarta. Go shopping, enjoy a nice walk, do window shopping, or have an ice cream in a calm ambience! Retail venues range from enormous department stores like “it is Liverpool,” to small



shops, and local and international cuisine like Japanese, meats, Mexican and a fast food area. 10 movie theaters play mostly English movies – with new films being added at the same time as US releases. Plaza Galerias is one of the few places in Vallarta where you can play different betting games like gambling machines, Bingo, Racing and Sports Book, and more. Try your luck next time you are in Vallarta!

**Shrimp Lovers Take Note!** Our Concierge recommends “**The Blue Shrimp**” - a seafood restaurant know for its excellent quality and the largest, most flavorful shrimps brought from both the Mexican Gulf and the Pacific Ocean. Specialty: Coconut shrimp to die for!! More than 20 delicious ways to enjoy shrimp, sold by the quarter, half or full kilo. Other selections include grilled lobster, red snapper, or juicy rib-eye. Salad bar included with meals. Marine-themed décor, air-conditioned, with a pretty open-air courtyard, good music and prompt friendly service. Located in the heart of downtown a few blocks also from the Malecon. Stop by the



Concierge Desk to make your reservation and to double check if the Gold Card is still accepted for discounts.

## Fun And Free In Vallarta:

**Music in the Plaza** – Sundays 7-9 pm - Dance to the sounds of danzon and other traditional Latin dance styles, or just come and watch the fun. Starts after the free Municipal Band’s weekly Sunday evening concert, 6 - 7 PM. Free admission. Plaza de Arma, Zaragoza & B. Juarez (El Centro)

**Karaoke Night** at the Santa Barbara Theater - Monday nights at 10:30 pm. Ham it up with your friends or just enjoy the other performers. For more info contact the theater at 223-2048 Olas Altas #351 (El Centro)





# Que Pasa Cabo San Lucas?

**Dolphins!** – Have you always dreamed of swimming with these beautiful creatures? Dolphins are the most friendly and captivating ocean creatures - and swimming with them is magical.

Make your dream come true! At the Dolphin Center downtown you and your family can swim and play with dolphins. Kids and adults alike can enjoy this unique experience. The Dolphins are fascinating, graceful, fast, and playful – you will witness them jumping, dancing, and singing.

The activity lasts about 30 minutes, but the memories will last a lifetime. Monday- Friday 10 am – 3 pm, every hour on the hour, Sat-Sun 10 am- 1 pm, every hour on the hour. Groups: 8 people per dolphin and trainer. Prices: \$165.00 USD.

## Blown Glass Factory

Our Glass has been hand blown by almost every culture in the world. Cabo is home to a wonderful Blown Glass Factory, where the artists are known for their blown glass technique, and showcase how they their materials and make the glass work for them as they create different ornaments, plates, figurines and more. All these wonderful works of art are made with recycled glass.



The Glass Factory is open from 8:00 a.m. to 1:00 p.m. for demonstrations. There is a great little gift shop inside the factory so you can purchase beautiful and unique souvenirs for your loved ones back home!

There are two Glass Factory locations, both in Cabo San Lucas and in the Corridor, each accessible by taxi or city bus. Or you may wish to take one of the local “City Tours,” where they will take you to the Glass Factory and you will also learn about the whole Cabo area. You

can have fun, appreciate beautiful art, learn something, and enjoy the wonderful paradise of Los Cabos!



# 2010 Universal Vacation Club

## Suite Getaways Owner Rental Program Enrollment

### When Does The Enrollment Process Begin?

- 1 Suite Getaways will begin accepting applications for 2010 weeks beginning on October 1, 2009 and no applications will be accepted later than December 15, 2009.
- 2 What we can't accept: Sorry, no fixed weeks as fixed weeks, or weeks with a reservation already attached, or vacation banked weeks, or rollover or carry over weeks will be accepted in the Suite Getaways Owner Rental Program.
- 3 No floating weeks with a reservation will be accepted.

### On-Line enrollment:

- 1 Suite Getaways will only be

accepting enrollment information for the calendar year 2010 owner rental program on-line.

- 2 Beginning on October 1, 2009 you may start the enrollment process by inputting the following address in your browser: **www.suite-getaways.com/ownerrental**
- 3 This special enrollment feature will be active again beginning October 1, 2009 and will go inactive at midnight, December 15, 2009.

### U.S. Form W-9:

- 1 To conform with directions from the U. S. I.R.S. auditors, all U. S. applications must also have a signed U. S. Form W-9 to be considered for acceptance.

- 2 Your enrollment entry will be determined by the date you complete the online application and submit.
- 3 However, please remember the enrollment process is not complete unless Suite Getaways receives a faxed copy of both the signed contract and a signed W-9 by December 15, 2009.
- 4 If after review, you determine the information needs to be edited and/or corrected, to maintain the integrity of the on-line enrollment process, the only way to change information or edit is to start the process over from the beginning.

To complete the application enrollment, be sure to print and sign your documents and fax them to the fax number on the agreement!

## Not Just A Vacation! Plan Your Special Event In Mexico

Renewing your vows? Graduating from Medical School? Planning Your Wedding? Whether you are having a birthday, anniversary, graduation or wedding – we want your special day to be extra special. At the resorts in Vallarta and Cabo San Lucas, there are many different options to make your celebration perfect!

Depending on the season, the location (Vallarta or Cabo) the number of people, and the theme of your event, we offer formal conference facilities or casual venues. For more intimate groups, the resort concierges can help coordinate your special night, arrange special deliveries and decorations. Even a simple cocktail party can be elegant and unforgettable when held beachside, on a terrace or in a lovely garden.

For a larger group or wedding, the Conference Center at Villa de Palmar Flamingos has a full professional event

staff to help you coordinate every detail of your event. Ceremony details, flowers, hair and makeup, food and beverage menu, wedding cake, and coordination of music, photographers, video, decor, and more are all services we provide. And in Cabo San Lucas, the unparalleled beauty of Medano Beach, located in front of the famous rocks of El Arco, is the perfect place for a romantic wedding in the sunset. Villa del Arco, is proud to be recognized for Excellence in providing a superior romance experience with the "Elite Wedding Collection 2009" award.

Your event and concierge staff is waiting to help your wishes and dreams come true – **come to Mexico and make a wonderful memory, no matter what the occasion.**

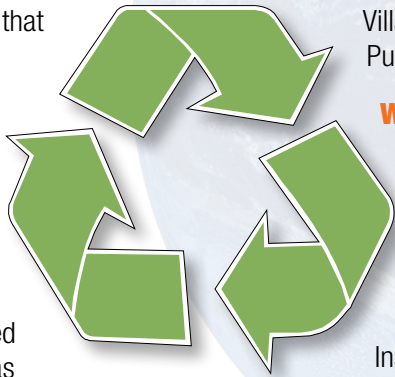




# ¡VA VERDE! Go Green!

Here are just some of the ways UVC is doing its part to help contribute to the environment – and your resorts!

**Recycling**—All trash produced in the resort from Housekeeping, Administration, and the Restaurant Kitchens is recycled. This includes paper, plastic, glass bottles, and aluminum cans. Additionally, organic and inorganic waste is separated and organic waste is sent to a plant that recycles it for mulch. Glass and plastic recycling units are already poolside at Flamingos and are planned for all resorts as new exterior trash receptacles are replaced.



**You Can Help Too!** Villa del Palmar Cabo is in the process of implementing a recycling program in the rooms themselves, where members will be able to help save the environment by recycling the trash in their rooms. If this program is successful, it will be implemented in all Villa Group resorts in Cabo San Lucas and Puerto Vallarta.

**What's Old Is New Again**— When UVC and the Resort developers install new furniture and furnishings in the rooms and common areas to replace those items that are being replaced due to normal wear and tear, the old pieces are not just discarded! Instead, furniture, computers, equipment and other accessories and furnishings are auctioned off to the employees. The money collected is donated to Eagles

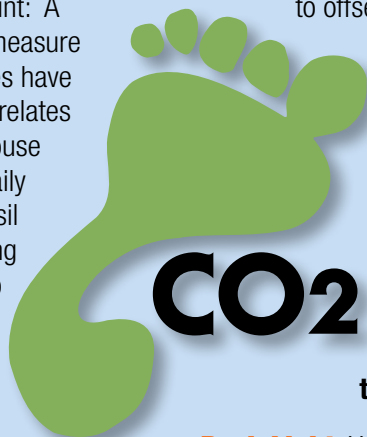
Wings Foundation, which provides donations to many local charities in Puerto Vallarta and Cabo San Lucas.

**Conservation** – You now have the option to change your linens every two days instead of daily, which helps the resort save water and electricity. Remember – always hang your towels if they can be reused – if they are left the ground, housekeeping will replace them.



## How To Stay Green While Traveling:

Offset your carbon footprint: A **carbon footprint** is a measure of the impact our activities have on the environment, and relates to the amount of greenhouse gases produced in our daily lives through burning fossil fuels for electricity, heating and transportation etc. To help protect and restore the special places that travelers visit, companies like **Delta, Continental Airlines, Travelocity** and **Enterprise Car Rental** are partnering with different offset programs. When you book your travel, you can make a contribution to plant trees (or other conservation efforts)



to offset the carbon emissions that result from your flight. Check with your air carrier to see if they offer a program. There are several carbon offset programs that individuals can use at home as well; here are just two: <http://www.carbonfund.org/> and <http://www.terrapass.com/>.

**Pack Light:** Your luggage is weighed at check in so that the amount of fuel needed for the flight can be calculated. Simple mathematics suggests that when it comes to luggage and emissions, less is more. Take only what you need!

**Air Travel Ticketing:** Choose an electronic ticket instead of a paper one – one sheet of paper saved!

**At The Hotel:** During your stay, try not to waste energy unnecessarily. Turn off the TV, switch all the lights off and turn the A/C or heat down where you go out. Also, opt for short showers and use your own toiletries instead of the hotel toiletries.

**Use Public Transportation** – Instead of taking a taxi each time you leave the hotel, consider the public buses – it's a great way of getting about, and both Puerto Vallarta and Cabo have convenient bus service downtown.

# Members R Us

Most of us from time to time have communicated with a customer service representative with the hopes that our call produces an acceptable outcome within a timely fashion.

Our goal in the Reservation department is to have each caller go away with the same feeling of accomplishment. Our reservation agents are eager to assist callers with all of their reservation and travel needs in a professional, efficient, and friendly manner without excessive time on the telephone.

We make every attempt to answer each call, on average, within 35 seconds or less with a service level of 80% or more and average abandon rate 3%. To date we have been successful in achieving this goal with our year to date service level at 81%, abandon rate of 3% and our average time to answer at 31 seconds. We want to maintain this level of success

and with our supervisory and quality assurance team working diligently with our call center staff, we hope to continue to reach these goals and make your experiences enjoyable.



## UVC Calendar

**October 1-30, 2009** – Maintenance Fee Assessment bills will be mailed.

**October 9, 2009** – Registration deadline for Annual Meeting attendance. Deadline for proxy to be received by UVC inspector of elections at UVC headquarters.

**October 24, 2009** – UVC 25th Annual Meeting will be held at 10:00 am at Villa Del Palmar Flamingos in Nuevo Vallarta, Mexico. Registration and information at [www.myuvc.com](http://www.myuvc.com).

**November 1-30, 2009** – Maintenance fee payments due. 1st Installment is due for members utilizing the Quarterly maintenance fee payment option.

**December 1, 2009** – Unpaid maintenance assessments are delinquent and subject to late fees and penalties.

**February 1, 2010** – 2nd Installment due for members utilizing the Quarterly maintenance fee payment option.

**May 1, 2010** – 3rd installment due for members utilizing Quarterly maintenance fee option.

**August 1, 2010** – 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
Gold (Summer) Members	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
Gold (Winter & Holiday) Members	11/01

## IMPORTANT ADDRESSES & PHONE NUMBERS

### 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  
Gold members: 1-866-465-3882  
Villa Preferred Access: 1-866-464-9280  
Fax: 1-619-209-5920  
Website: [www.myuvc.com](http://www.myuvc.com)  
Email: [clubmail@myuvc.com](mailto:clubmail@myuvc.com)

### E-Mail Contacts

Member Services: [clubmail@myuvc.com](mailto:clubmail@myuvc.com)  
News Between Amigos: [amigos@myuvc.com](mailto:amigos@myuvc.com)  
Board of Directors: [myboard@myuvc.com](mailto:myboard@myuvc.com)

### Developer Sales/Marketing Group

Website: [www.uvcmembers.com](http://www.uvcmembers.com)

### Travel Escapes Club

Vacation Travel Service  
Toll Free: 1-866-226-4173  
[www.travelescapesclub.com](http://www.travelescapesclub.com)

### ResortCom International

Website: [www.resortcom.com](http://www.resortcom.com)

### Suite Getaways

Member Rental Program  
[www.suite-getaways.com](http://www.suite-getaways.com)

### Health Travel Guides

Toll Free: 1-866-978-2573  
600 Townsend Ste. 120e  
San Francisco, CA 94103  
[www.HealthTravelGuides.com](http://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](http://www.intervalworld.com)

### Resort Condominiums International (RCI):

1-888-909-3773  
CANADA: 1-800-527-5219  
Website: [www.rci.com](http://www.rci.com)

### Resort Phone Numbers

#### Villa del Mar/ Villa del Palmar - Puerto Vallarta

Bld. 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 - Flamingo's 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