



Villa Group Update

Mexico Always Has Been - and Continues to be - a Wonderful Vacation Destination!

You may have read recent reports that portray Mexico in a less than flattering light. The media loves a good story, the more dramatic the better. But I am here to tell you that the **reassurances we have been giving our members are supported by hard facts!**



Puerto Vallarta is one of Safest International Destinations –

I hope you saw the eblast we sent out that showed an independent Security Assessment Study completed recently has found that Puerto Vallarta continues to be one of the safest destinations for international travelers! The Puerto Vallarta Tourism Board appointed Thomas Dale & Associates (TDA), a leading global investigative and security firm, to complete a Security/Threat assessment. They interviewed tourists, timeshare members, health insurance professionals, local law enforcement, and Civil Protection Personnel. Overall they found that the number of negative events



involving foreigners or non-foreigners is fractional compared to the large ex-pat resident population and the millions of visitors that come to vacation each year in Puerto Vallarta. Visitors to the destination feel safe and continue to visit Puerto Vallarta numerous times through their lifetime. The destination's support services are well above the average standards and dedicated to serving the visiting public.

International Allure – Another outward indication of the state of the economy and tourism in Mexico is its appeal as a tourism and convention destination. Puerto Vallarta has just been awarded two major contracts:

- **World Economic Forum** – Puerto Vallarta has been selected as the official destination of the World Economic Forum on Latin America April 16-18, 2012. The event brings together business leaders, policy makers, academics and others to discuss political, social and economic priorities in the region and its impact on the role of Latin America in the world today, and to generate ideas for improving conditions.
- **Tianguis Conference** – Based on the town's excellent tourism services, air connectivity, and business facilities, Puerto Vallarta and Riviera Nayarit beat out 18 other destinations in Mexico to win the bid for the conference, one of the largest and most prestigious events in the travel industry.

Fair Reporting – Much of the problem stems from irresponsible reporting. We need to hold the media accountable to provide non-biased and clear reporting on the areas that are affected by problems. Vallarta does not share these challenges and the media needs to reflect that. Respected journalists like Linda Ellerbee have come forward with their opinions on the positive aspects of travel to Mexico, its people, and all the wonderful things it has to offer. You can see a recent article she wrote on myuvc.com in the "Press" section.

You made the right decision when you purchased your vacation in Mexico! Mexico offers charm, world class cuisine, friendly people, beautiful beaches, a wide range of activities and a depth of travel experiences you can't find anywhere else. I left Texas 33 years ago, took one look at the place, and never left. I hope that each time you come back to your home away from home, you fall in love with Mexico all over again.

Bob Kistner,
UVC President

What's Inside



Club Director Update



Dear Members,

Cool for School – Since the Villa Group considers its staff members part of an extended family, over the summer, the company showed their appreciation to resort staff by putting together an event called **“Mi Mochila Villa Group”** in which staff’s children in grammar school or middle school, were rewarded for good report cards. Those with grades of at least 8.5 (on a scale of 1 to 10) were given brand new book bags (called “mochilas” in Spanish) and other school supplies to start the new school year off properly-equipped for continued success. This was made available to all qualified employees having been with the Villa Group for one year or longer. There was a total turnout of 76 kids who enjoyed a fun day, which included live entertainment, pizza and other treats. Also in attendance were their proud and very hard-working parents.



Reserve Studies – On your maintenance fee bill your fee is broken into two different categories – operating and capital expenditures. *The Operating Fund* provides funds for the Club’s current year ongoing operations such as on-site management, activities,

and off-site operations such as reservations, reservation systems, maintenance billing, customer service, member communications, general and administrative expenses, and legal and accounting fees.

The Capital Expenditure portion is money that is specifically needed for the maintenance and improvements to the resorts, which you see every time you come to visit us. It is a difficult task to make sure we give enough lead time to order and receive furnishings and products in time before they wear out, but also making sure we are using items fully to reach efficiencies. To make sure we spend this money wisely and effectively we hire a professional reserve assessment company, Reserve Associates, to visit each resort every two years and perform a comprehensive review of all elements of the resort. Reserve Associates inspect the sleeping rooms and look at the furniture, room packages, linens,

lighting, mirrors and all décor and fixtures. They inspect the building interiors and exteriors and all common areas. They review EVERYTHING – the seating, lighting, pathways, pools, Jacuzzis, filters, palapas, fans, pumps, chillers, signage, roofs, boiler tanks, fitness equipment, saunas and other wet areas of the spa, activities

sports and water equipment, ping pong tables, life jackets, BBQs, security cameras and equipment, and more! Whew! What they are experts at is assessing the life of an item and letting us know when something will need to be refurbished or replaced. Then we chart it all out by year and come up with a detailed game plan for what needs to be purchased and in what time frame. An important part of my job is to visit each resort at least 10-12 times each year to make sure we are on track with our purchasing and that the level of quality that you expect and deserve is being met on a consistent basis. It is a lot of work but work that we are proud of and continue to try to improve each year.

Rhonda Mayer,
Director of Club Services

Member Referral Department

The Referral Department is coming up with some great packages for this fall. Your friends and family can purchase



vacation packages starting at \$249 for a long weekend in Cabo, Puerto Vallarta, or our brand new resort in Loreto. For \$299 they can spend 4 days and 3 nights in Cancun. Call us at 800-676-9394 so we can offer them the vacation of a lifetime at an unbeatable price!

Don’t forget everything you’ll get in return for sending your loved ones our way: \$25 Palmares when they tour and \$100 Palmares when they become a member. You’ll also receive a lotto scratcher (everyone’s a winner!) on your next visit for every 5 referrals you provide. And the biggest incentive: a chance to win a Dream Vacation! This year’s Owner Referral Drawing will take place in October. Every referral you provide gives you more chances to win! We sent last year’s winner on a Mediterranean Cruise!

Suite Getaways Rental Program—2012 Season

The application window for this program to rent your weeks when you are unable to use them, opens on October 1, 2011. Applications can only be submitted online using electronic signatures. 2012's applications will not be available through other channels. Due to the limit of available rental applications allowed, we will be closing the application window as soon as all the rental slots are filled. This means that it is imperative that you complete the application process as soon as possible.

The application process is very simple:

- 1 On October 1, 2011, a link entitled "UVC Owner Rental Program" will be posted on the front page of www.myuvc.com. Click on Rental Program in the Member Services menu.
- 2 Once you click on this link, you will be presented with a blank rental contract which you must complete, sign and submit electronically.
- 3 You will receive a copy of the completed application via return

email when you submit the application. This will serve as your confirmation that your application has been received.

- 4 After all applications have been received, notifications will go out via email regarding the status of your application (the notification being either that your week was accepted into the 2012 program or that your week was not accepted). If you have previously "opted out" of any email communications from Suite Getaways, ResortCom, or UVC, you may contact Member Services for assistance in determining acceptance. We anticipate having this information available in February, 2012.
- 5 Please ensure that the information you enter on the application is correct as this is the information that will be used to inform you of the application status. Additionally, all United States taxpayers will be required to complete a W9 for withholding purposes. Please ensure all fields are accurate and complete as applicable.

Remember, the key is to get your application submitted quickly!

Why Our Vacation Club Members are SO SMART!

Does anyone ever ask you why you purchased into a vacation club instead of going on individual trips? Let us take a minute to remind you what a good decision it was to become part of a vacation club:

Club Features – Being a member of our vacation club is different than being a guest at a hotel. You are part of a family – and a network of resorts. We offer a beachfront resort atmosphere, sophisticated and first rate spas, sports facilities, access to world class golf, full activity programs for adults and children, special events and theme nights, all inclusive options, and exchange opportunities. All with fantastic, friendly staff who really are there to make you feel welcome in your second home.

Locations – Our vacation club allows you to visit different locations every year, so you aren't locked into the same resort or same travel experience. Whether you are in the mood for the excitement of the big city or the solitude of the countryside, there are options for any preference. Not only can you visit different Villa Group resorts, you can also internally exchange at other ResortCom resorts through the Club-to-Club program, or with Interval International for thousands of resort locations.

Membership Benefits – Your vacation club offers a depth of products and services not available to people making one-at-a-time vacations. On an ongoing basis, we present special offers to our members through email programs. We also offer members discounts

on additional weeks, airfare, cruises, rental cars, and other travel services. We offer a Referral Program, Rental Program, Travel Insurance, airport transfers, room stocks and special deliveries.

Member Support – Belonging to a vacation club requires some planning. Whether you want to change destinations, cancel a vacation or bank your week for a following year, we eliminate the headache of dealing with unnecessary logistical hassles. Your Member Service department is here to facilitate all these arrangements for you. We are committed to addressing any member complaints and issues promptly and professionally. We also offer a complete member information website, myuvc.com with full FAQs.

Value – The real value in vacation ownership is actually using the membership. If you regularly vacation, plan ahead and really utilize all the benefits and flexibility available with your purchase, then your investment will pay for itself many times over. There is an inherent value in leisure time. Owning a timeshare is an investment in your quality of life. Vacation ownership is a very strong motivating factor in making sure you dedicate time and attention to relaxation and achieving "balance." Members who embrace this philosophy and really use their membership are truly happy with their purchase – and definitely recognize the value in it. Aren't you glad you are part of your Vacation Club? We are!



Puerto Vallarta Resorts Update

Villa del Palmar

La Cucina Restaurant – has a new Chef named Laurent Vangeyt. Laurent is working on the new menu for the winter season, so be sure to sample his work on your next visit!

New Year's Eve Show – Dec. 31st – “A Thousand and One Nights” 2012 – Don't forget your costume! Buffet style gala dinner, fireworks, local band, sparkling wine, raffle and contest. Location – beach area and La Cucina Restaurant, 8:00 pm to 2:00 am.

Bay Breeze Spa

Breezy Battery Recharge – Once in a while everyone needs to recharge their batteries, and there's no better way than with a massage. This is why we have prepared the following fall spa package, which includes: Body Wrap Treatment, European Facial and Back and Neck Massage (160 minutes), valued at \$199 USD, now only \$129 USD (save \$70 USD per person). We guarantee a relaxing day that will leave you feeling refreshed, revitalized and ready to enjoy your vacation.

The Tequila Body Wrap Treatment – by Bay Breeze Spa is truly a recipe for relaxation. Lime is a soothing natural astringent and skin



conditioner, and has a mood-enhancing effect, boosting morale and relieving anxiety. Applied with mineral-rich sea salts and a dash of tequila, this delicious treatment lightens the spirit while cleansing and rejuvenating the body.

Soothing Candle Massage – You'll love this incredible massage, performed with a special warm candle lotion to pamper you with a relaxing technique. More than just a massage, this treatment will also help moisturize dry skin areas on your body.

Villa del Palmar Flamingos

We know that what our guests say matters. This is why we are especially proud to announce that **Trip Advisor** has awarded Villa del Palmar Flamingos and Villa La Estancia, both in Nuevo Vallarta, a **Certificate of Excellence** for achieving an overall rating of 4.0 throughout 2011. We extend a huge THANK YOU to all the hard-working staff at these resorts and especially to our guests for taking the time to post their positive experiences and recommendations on the tripadvisor.com website in order to help others make the most out of their limited vacation planning time.



October

Halloween – Oct. 31st – Special Halloween Buffet and Cocktails, Costume Contest & Pumpkin (Calabaza) Contest, at beach area of hotel.

November

Dia de los Muertos (Day of the Dead) – Nov. 1st and 2nd – Shrine Exhibition (altars), at Plaza Huichol.

Thanksgiving Day – Nov. 24th – Special Buffet and Live Music, Turkey plucking game, at beach area of hotel.

December

Christmas Tree Lighting Event – Dec. 5th – Mexican punch and cookies served, lobby area.

Christmas Eve Dinner – Dec. 24th – Special Christmas Eve Buffet, at Bellavista restaurant.

Christmas Day Event – Dec. 25th – Special Christmas Buffet, Live Music, Santa Claus' arrival, at Bella Vista restaurant.

New Year's Eve Show – Dec. 31st – Special Buffet, Spectacular Show, Live Music and Dancing. Location – beach area of hotel.

January

New Year's Brunch – Jan. 1st – Special Buffet and Live Music, Bella Vista restaurant.

Spa Special

Take advantage of the exclusive **UVC Special**

50 Minute Massage Valued at \$110 USD
Price \$75 USD !!!

To Choose from:

- Aromatherapy Massage
- Deep Tissue Massage
- Back & Neck Massage

Tatewari Ritual Included (Eucalyptus Steam Room, Sauna, Hot Tub, Cold Plunge & Swiss Shower)

Tatewari Spa

*These promotions may not be combined with any other promotions such as Villa Dollars, Gold Card, VIP Card or any other Coupon or Certificate.

For reservations please dial: 1-800-852-4755 ventaxspaflamingovillagroup.com Follow us on Facebook @TatewariSpa

The program includes the following unlimited services at our Tatewari Spa:

- Ritual & Use of Wet Areas • Massages • Body Wraps
- Pedicure • Manicures • Facials • Exfoliations

Three (3) Days Unlimited Tatewari Spa Membership (per person): Retail Price: \$499.00 USD, **UVC Price: \$399.00 USD**

Five (5) Days Unlimited Tatewari Spa Membership (per person): Retail Price: \$699.00 USD, **UVC Price: \$599.00 USD**

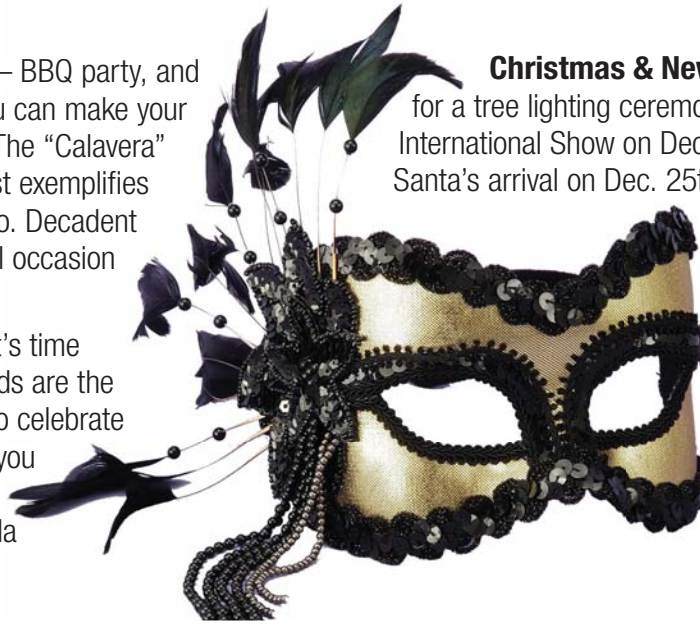
Seven (7) Days Unlimited Tatewari Spa Membership (per person): Retail Price: \$899.00 USD, **UVC Price: \$799.00 USD**

Cabo San Lucas Resorts Update

Villa del Palmar

Halloween Party – Oct. 31st – BBQ party, and in the activities department, you can make your own “Calaveras” masterpiece. The “Calavera” or “Skull” is the object that most exemplifies the spirit of Halloween in Mexico. Decadent desserts created for this special occasion will also be available.

Thanksgiving – Nov. 24th – It’s time to give thanks! Family and friends are the most precious thing we have, so celebrate this holiday together. We invite you to enjoy a special Thanksgiving Dinner at either Tortugas or Bella California restaurant.



Christmas & New Year’s Events – Join us for a tree lighting ceremony on Dec. 1st, then enjoy our International Show on Dec. 24th, a Christmas Show and Santa’s arrival on Dec. 25th and ring in the New Year with us on Dec. 31st, with our 12-station buffet, open bar and live music!

If you will be vacationing at the resort during any of these events and would like more information, please talk to your Concierge located in the lobby area.

Villa del Arco

Sea Turtle Release – Sept./ Oct./Nov. – In the year 2000 the municipal government of Los Cabos started a conservation program named Campamento Tortuguero Las Californias. This camp started on 12 kilometers of beach and has grown to 100 kilometers. There are 7 species of sea turtles; 3 of these species come to the bay of Los Cabos from September to November to nest on the beach.

The Villa Group hotels in Los Cabos have joined these government efforts, along with other non-profit organizations,

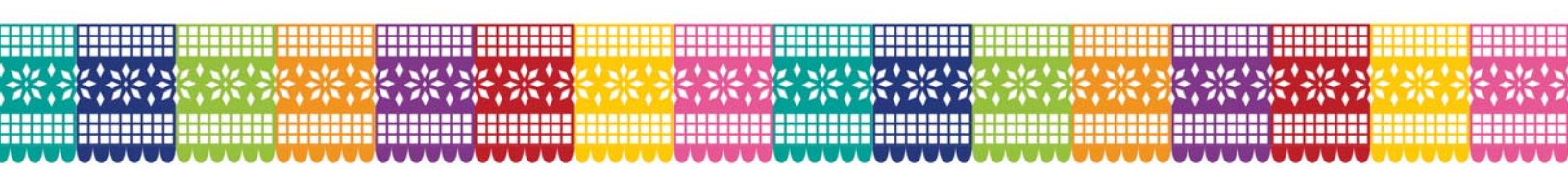
hotels and tourist companies to protect and release these sea turtles into their natural habitat. Villa del Arco has become a member of the bureau for protection of the sea turtle. Members of the hotel staff have participated in a training workshop to learn how to detect a nest, manage the eggs, and once the little turtle is born, how to properly release it into the ocean.

In past years Villa del Arco guests and employees have helped release hundreds of sea turtles. This rewarding and once in the lifetime activity is a magnificent opportunity for children and adults to understand the importance of protecting these endangered species.

As the birth of the turtles depends on Mother Nature, we will know within 24 hours of this event. For more information, please see your resort Concierge in the lobby area.



Special Thanksgiving dinner at La Perla – Turkey with stuffing, Waldorf Salad, Mashed Sweet Potatoes & Pumpkin Pie \$55 USD (Wine pairing extra). You can choose to have this menu at La Perla restaurant, the Beach or in your suite through in-room dining. Live Music Band will play at La Perla. Reserve with your host or restaurant manager. Ext. 606 or 525.



Islands of Loreto Resort Update

New General Manager – Please allow us to give a warm welcome to the new General Manager at Villa del Palmar Beach Resort & Spa at The Islands of Loreto.



Mr. Victor Gomez is a hospitality enthusiast with over 18 years of experience in the industry, working at 4 and 5 star resorts on Mexico's Pacific Riviera, with specialized experience in upscale and luxury resort management, property pre-opening and openings.

His lively personality and dedication to the field is perfectly suited for this exciting new opportunity with the Villa Group.

Mr. Gomez excels at implementing strategies and programs focused on providing the highest level of service and

possesses excellent skills in managing expenses and overseeing all the complicated facets of resort management.

He employs a team-building philosophy to his management style, and believes in coaching and team guidance as pivotal to transforming a good organization into an exceptional one. His focus is both the top-line as much as the bottom-line. Welcome to the Villa Group Team, Victor!

Loreto Weddings – Have a one of a kind wedding at the Islands of Loreto, Mexico, where lovers of luxury meet an untouched paradise. Whether beginning the journey of marriage for the first time, renewing your vows, planning a wedding for your son or daughter, or even a special anniversary

party – now you can celebrate one of the most important days of your life in the most beautiful place in the world – your “home away from home” in Mexico! Call your personal wedding professional for a complimentary consultation and group rates.

Reservations: 52(613)134-1000, Toll Free MEX 800-838-2662, Toll Free USA 866-209-0726, Toll Free CAN 855-440-5590, reservaciones.vdpl@villagrouploreto.com.



Islands of Loreto Around Town

Baja Racing – Yearly in August – Baja California is an off-roader’s dream. One popular race that is held each year in Loreto is the “**Loreto 400**” desert race. This annual motorsport competition is one of the biggest races in southern Baja. Locals and out-of-towners alike are drawn to the rugged beauty of Loreto to compete in this off-road event. The 200+ mile route covers terrain that is not for the faint of heart. It ranges from the start in Loreto, the home of the Nuestra Señora de Loreto mission, endures a tight climb into the La Giganta mountain range with its stunning drop offs, and then race teams head in the direction of the 300-year-old San Javier mission situated on a green oasis in the middle of the sizzling desert. After that comes the treacherous Piedra Parada and its notorious silt beds that have claimed many drivers in the race in past years. Through San Jose de Comondu, an oasis surrounded by mountains, the course loops at Rancho Viejo to head back to Loreto. This adventure is a must-see in 2012!



Cancun Resort Update

Construction Update – The next phase opened in August and we're delighted to present to you the new lobby area! The beautiful lobby area is now ready to welcome guests and we're sure you're going to love it! Zama Restaurant recently had glass doors that run from floor to ceiling installed around the perimeter of the restaurant to ensure guests can comfortably enjoy their meals in times of rain, while still taking in the beautiful scenery. The glass doors remain open, and are only closed when it rains.



Spa Village – The uniquely-designed Spa Village will be a soothing respite for members and guests. By using the design of private cabins and individual pergolas, a wonderful oasis and refuge has been created that draws peace and tranquility from the foliage, landscaping and ocean. Getting a pampering



Spa Village rendering

treatment while also soaking in the restorative powers of nature is a double dose of relaxation that members and guests will not be able to resist.

Cancun Around Town

Isla Mujeres – is an island right off the coast of the Yucatan Peninsula in the Caribbean Sea. The VDP Cancun resort is just a few steps away from a Ferry ride to this tropical paradise! Travel to Isla Mujeres is filled with shopping trips to outdoor markets, snorkeling excursions, and trips to Isla Mujeres beaches. In Spanish, Isla Mujeres means "Island of Women" and was named after the sacred Mayan Goddess Ix Chel. To this day, visitors can see Mayan ruins scattered throughout the island.

No trip to Isla Mujeres is complete without enjoying a relaxing stroll on the beach. Isla Mujeres beaches are popular for swimming, snorkeling, and scuba diving. The eastern side of the island has a strong surf and a rocky coast, while the west coast is characterized by calmer waters. The water on the west coast is known for an abundant array of coral reefs and a variety of interesting fish species. One of the most famous Isla Mujeres beaches is Playa del Norte.

You won't need a car to travel to Isla Mujeres. The majority of visitors get around on taxis, mopeds, bicycles and golf carts,



which are really fun ways to explore the island. Most convenience stores and moped rental facilities have maps of the area. Some Isla Mujeres hotels rent bicycles to visitors. For fresh seafood restaurants and interesting souvenir shops, stop at Isla Town on the northern part of the island. The main highlight of Isla Town is Hidalgo Street, where most of the town events and festivities take place throughout the year.

Cabo San Lucas Around Town

Puerta Vieja Restaurant – The name of this fantastic restaurant was inspired by the beautiful 150 year old door from India that opens wide to welcome you (“Puerta Vieja” literally means “Old Door”). This restaurant serves high quality food, using only the freshest ingredients and fine cuts of meat from Sonora Mexico. Start off with the grilled pineapple and Panela cheese, then “surf” lovers can move on to any of the fresh seafood offerings on the menu, (lobster, fish, shrimp) while “turf” lovers have their choice of steak (New York, Rib Eye, Mignon) or chicken. The ambiance is comfortable with rustic furniture and



breathtaking views of Los Cabos Bay. Contact your resort concierge for reservations.

Parasailing is one of the best tours ever! Imagine flying near the famous Arch and enjoying the view and scenery of Medano Beach, while feeling the fresh ocean breeze and watching the glimmering waves below you. Simply exhilarating! You’ll take off from a boat and safely land back on it. If you’re a bit scared to try it, you needn’t be, as you’ll only be in the air for about 10 minutes, but the memory will last a lifetime. The boats used are very fast with a capacity of about 10 people per trip.



Bisbee’s Black & Blue Marlin – Oct. 14th to 22nd – This international tournament event is one of Los Cabos’ most important and most popular, with skilled fishermen coming from all over the world to participate (Europe, USA, Canada, South America and from other parts of Mexico). The Entry fee is \$1,200 USD. Visit www.bisbees.com for more details.

Puerto Vallarta Around Town

Las Adelitas – Highly recommended by our onsite Concierge, a new Mexican restaurant called Adelitas is a mere four blocks away from the Villa del Palmar’s downtown location. The restaurant itself has a lively, festive atmosphere, and coupled with great food and excellent service, it makes this a food destination you can’t miss on your next trip to Vallarta. Members with the Gold card are entitled to a discount, so please check with your onsite Concierge to make a reservation and to get more information on the discount.

Malecón Remodel – The large-scale remodeling of Puerto Vallarta’s Malecón or boardwalk is expected to be completed in October. When completed (see rendering), it is expected that the popular Puerto Vallarta landmark will regain popularity among visitors and locals, not to mention increased prosperity for the city’s downtown area. The Malecón renovation, along with other Vallarta landmark renovations

such as the Los Muertos Pier, the second Libramiento tunnel (both currently under construction) and the Basilio Badillo sidewalk widening project, are all possible due to federal funding that has been earmarked specifically for these endeavors and must be used within a specific timeframe. In addition, improvements to Puerto Vallarta’s downtown infrastructure were one of the requirements for the city to qualify as a venue for the upcoming 16th Panamerican Games that will take place in Guadalajara October 14th to 30th. Puerto Vallarta will participate by hosting several water-related competitions, such as beach volleyball and open water swimming.





Ready to Jump Start Your Weight Loss? If you answered “Yes,” the news is good! The newest advancement in noninvasive weight loss procedures is the Green Zone LAP-BAND®, an update on the traditional 20-minute LAP-BAND® that features precision restriction technology. For patients, this means faster weight loss and fewer fills.

The FDA-approved Green Zone LAP-BAND® gives the surgeon multiple real-time pictures of your gastrointestinal tract...so band placement is never too loose or too tight, but just right for patient comfort and maximum weight loss.

Best of all, the Green Zone technology enables the first band fill to take place during the procedure.



That means no post-surgical fill for up to five months...and no delay in weight loss.

The Green Zone LAP-BAND® is exclusively available through Health Travel Guides' featured expert bariatric provider, Hospital Angeles Tijuana, featuring Dr. Lopez-Corvala, widely regarded as one of the world's leading weight-loss surgeons. He has performed more than 6,000 laparoscopic weight loss surgeries, including thousands of LAP-BANDS®, and is the only surgeon in Mexico who has been trained to use Green-Zone technology.

The comprehensive Green Zone LAP-BAND® medical travel package is offered at \$5,950. For more information, contact your Health Travel

Guides UVC Case Manager Leslie toll free at 866-978-2573 ext 119.

How to Make a Great Exchange

By UVC Members, Howard and Diana Woodward, Seattle Washington

My wife and I attended the Members' 101 class taught by Fernando Azcona when we stayed at VDP Cabo in 2010. One of the topics discussed was how to trade your VDP time to Interval International. After having such great success for our first exchange, we wanted to share our experience with other members that might be considering exchanging their time. We exchanged our Summer Studio week at VDP Cabo for a newly renovated three bedroom suite on the beach in west Maui.

Fernando said in his presentation (1) be flexible in your time requirements and (2) use the internet. These two simple suggestions turned out to be the key to our success. First we researched the places available in Maui in the Interval International catalog and their on-line website too. The important thing to us was a clean, comfortable room and good location and we had a number of places that met our criteria. After calling Interval International about the process, we booked our week with Villa del Palmar and paid the maintenance fee. Our first mistake was waiting too long to exchange our week. Interval International had an additional minor fee for trading less than 90 days before the week expired in Cabo. This is because Interval International needs to allow time to sell the room. Now we had two years to book our room for any time winter or summer.

Tip 1 – Trade your time as soon as you are able, best is as soon as your week is available to you.

Shortly after getting our time traded to Interval International, we went online and found a number of places available in August in Maui. Thinking that this was normal, we procrastinated in booking and the next time we went online, there were no exchanges even



listed in Maui. Mistake number two, we were not fully prepared to make a decision. Now we were unhappy with our decision to even exchange, but knowing we had two years to select a place to go, we occasionally checked their web site. Then one Saturday morning, we found a three bed timeshare on Maui at the Sands of Kahana. There were several weeks of open time in early

September. The place had a beach, pool and restaurant. We researched the timeshare on the web to see if we could get any other information and we found that the entire facility had been recently renovated.

Tip 2 – Don't give up looking, available times are added all the time.

We had a great week and the hordes of summer vacationers had already returned to the mainland because school had started.

Tip 3 – Plan your trip for shoulder season if possible.

Additional Tips

- 1 Talk to Interval International about the entire process for your booking. Know what time limits you have on selecting and booking your exchange.
- 2 Search with a wide range of dates which will return a number of possible locations. Research each of the locations and write down which ones meet your personal criteria. Keep this list available for future selection.
- 3 Research your transportation options early and keep this with your evaluation of places to stay. It will save you a lot of stress and rushing to make calls for airline tickets and car reservations, etc.
- 4 Be prepared to make a decision quickly if something opens up.

Meet Your Cabo San Lucas Onsite Staff

As we head into the holiday season, we're reminded of being appreciative of the small things that make our day-to-day life great. In that spirit, we asked our Villa del Palmar

Cabo Onsite staff what they enjoyed or valued most about working with the Villa Group resorts. Here are their replies.



Perla Pardo – The best thing about working at VDP Cabo is that it provides me a chance to meet new people and help them resolve any issue they may have so I can see their happy faces enjoying a wonderful vacation with their family.



Lidia Silva – My favorite thing about working at VDP Cabo is that it allows me to provide assistance to members, fulfill their requests and see to it that their stay at the resort is relaxing and that they can leave

happy and eager to return to their home away from home. I'm very proud to be part of the Villa Group!



Tricia Orantes – The most rewarding thing about working at Villa Group, is to know that you are one of so many important pieces that make a difference in providing memorable vacation experiences for our members. When you see happy faces and hear comments like "this is a wonderful place" you realize that all your efforts are worthwhile!

Misael Chan – The members are one of the main reasons I come to work. It takes being involved before, during and after



their trip to ensure their vacation was an enjoyable one. I enjoy answering any questions that members have and really trying to make them happy.



Mary Rodriguez – The thing I value most about working with members is the recognition they give us for doing our job, especially when we exceed their expectations. I enjoy guiding them on how to get the most use of the benefits of membership, so that they can truly see the value in it.

Travel Escapes! Club

Thanks again, 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! 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? Check out the Travel Escapes Club website again for cruise or once in a lifetime trip specials! With many of your TEC travel partners, you get the best and most competitive rates available anywhere. And with many of TEC's especially identified travel partners, after you've booked and taken your qualified and eligible TEC vacation, once you have returned home from that great trip you will receive a check from TEC in the mail. It's just our way of thanking you for using TEC. 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 simply going to www.travelescapesclub.com/activate, then entering your email address for your user name and creating 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
Travel Escapes! Club





Dia De Los Muertos (Day of the Dead) – Nov. 1st & 2nd – One might think this is a scary or gruesome moniker to go with a scary and gruesome day, but the reality is that Day of the Dead is a grand celebration of the folks who have passed on. These days are marked throughout Mexico by a plethora of intriguing customs that vary widely according to the ethnic roots of each region. Common to all, however, are colorful adornments and lively reunions at family burial plots, the preparation of special foods, offerings laid out for the departed on commemorative altars and religious rites that are likely to include noisy fireworks. In most localities November 1st is set aside for remembrance of deceased infants and children (all saints), often referred to as “angelitos” (little angels). Those who have died as adults are honored November 2nd (all souls).

At home, members of the family might use the purchases to create an altar in honor of deceased relatives, decorating it with papel picado (ornately cut paper), candles, flowers, photographs of the departed, candy skulls inscribed with the name of the deceased, and a selection of his or her favorite foods and beverages. The latter often include bottles of beer or tequila, cups of “atole” (corn gruel) or coffee, and fresh water, as

well as platters of rice, beans, chicken or meat in mole sauce, candied pumpkin or sweet potatoes and the aforementioned breads.

The spirits are expected to pay a holiday visit home and should be provided with an enticing repast and adequate sustenance for the journey. Frequently a wash basin and clean hand towels are provided so that visiting souls can freshen up before the feast. The offering may also include a pack of cigarettes for the after-dinner enjoyment of former smokers, or a selection of toys and extra sweets for deceased children.

Honoring these traditions, our hotels will set up colorful “altars” within each hotel from October 31st to November 2nd. Please join us to vote for the best one of each hotel on November 2nd. We will advise of the place and time to reveal the

winner. Please see your resort Concierge in the resort lobby area for more details.



Is it a Bargain or a Rip Off?

Every year millions of tourists visit Mexico and bring back **silver jewelry** and other keepsakes for themselves and friends back home. Silver is inexpensive in Mexico, relative to other places in the world. You can buy it in galleries, stores, or even on the beach. So how do you know you are getting real silver and not getting ripped off?



- 1 Look for the 925 mark or 950. This mark denotes the type of silver that you are buying. Sterling silver is 92.5% silver and pure silver is 95.0%. Looking for these marks will help you determine which type you are buying. If the piece doesn't have either of these stamps, it's not real.
- 2 Look for a MEX or MEXICO stamp. While some fakes will have 925 stamped on them, it's far

more rare to find the Mexico stamp forged. To do so is very illegal and could get the vendor in a lot of trouble.

- 3 Check the price. Real silver isn't dirt cheap. If someone wants to sell you heavy silver jewelry for a couple of bucks, it's probably not real silver. Even street vendors sell real silver close to the prices you would find in a reputable silver shop. When in doubt, shop at a store so you can return if you're not satisfied.
- 4 Check for a hallmark. Some jewelers put a special mark on their pieces. Sometimes this is a symbol or sometimes a combination of numbers and letters. This helps you determine who made the piece you are buying.
- 5 Watch out for Alpaca. Alpaca is called “German Silver” and looks a lot like the real thing. If you are getting a great deal on silver jewelry, it could very well be Alpaca.

Email Disclosure Opt-in Summary

Universal Vacation Club (the "Club") and its manager, ResortCom International, LLC ("ResortCom") want to protect the privacy of Club Members to the extent allowed by law. To that end, the Club and ResortCom will not disclose your email address unless you notify ResortCom in writing that you opt-in and consent to having your email address disclosed by completing and returning an E-Mail Opt-In and Consent Form to ResortCom. Please contact the Club's Client Services Manager (currently, Cynthia Lasher at cynthial@resortcom.com) to obtain the E-Mail Opt-In and Consent Form.

Please understand that the Consent Form constitutes a blanket and general authorization to release your email address and that once your email address is released, there are no assurances on how that information may subsequently be used, misused or further disclosed by the recipients, including for fraudulent, criminal or other unauthorized purposes. The Club and/or ResortCom cannot be responsible for any misuse of your email address.

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404 Camino Del Rio South, Fourth Floor
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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
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E-Mail Contacts

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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
Blvd. Francisco Medina Ascencio
KM 0.3 Puerto Vallarta, Jalisco MX 48300
Phone: 011-52-322-226-1400
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Paseo Cocoteros 750 Sur
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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 77400
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

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