



UVCI

NEWSLETTER

FALL 2014 / WINTER 2015





AT THE VILLA GROUP RESORTS, we are committed to providing the very best vacation experience possible. “Yes You Can!” is an organization-wide program that focuses on employee empowerment to increase morale, motivation and performance. “Yes You Can!” means “Yes you can take ownership of assisting this member. You can provide great customer service. You can earn company recognition for your great attitude and effort!” Throughout all levels of management, staff, and in each and every department, the Villa Group is instilling a culture of service and dedication to excellence. Every employee is empowered

and encouraged to take ownership of answering a question or directing the member to the correct place for help. We know how important it is to keep our employees motivated and optimistic. A happy employee provides better service and enjoys his or her job more, which translates into fantastic and memorable vacations for you! Next time you are at the resort, if you experience great customer service (we are hoping and expecting you to) please take a moment to jot down the person’s name. A little recognition goes a long way!

Robert Kistner
VILLA GROUP



Get Connected with the Villa Group

THE VILLA GROUP IS PROUD TO ANNOUNCE OUR NEW IN-HOUSE INTERNET SERVICE

As we now control the equipment and servicing directly, we are very excited to be able to offer more value to our Club members by offering *FREE* internet service. (Guests will be charged a nominal fee for the service.) This has been a long time coming and we couldn’t be more pleased.

However, in order to maintain adequate service levels and reasonable operating costs, it is necessary to establish device limits for the units. This limitation is not meant to take away from the free service we are so pleased to offer; rather it is a critical measure we must employ to provide the quality

of internet services you deserve. The greater the number of devices utilizing the service, the greater the strain on bandwidth, and the greater the effects on overall speed and performance, especially for complex browsing such as streaming media or use of VoIP (voice over IP) systems. We do not want to frustrate you with slower speeds or the necessity to charge. The only way we can sustain offering the service for free is to carefully monitor the number of devices utilizing the system so that our costs of operation allows us to continue to provide these services in a fair manner. Therefore we have set the

following device limits per unit:

- Studio: Up to 2 devices free**
- One Bedroom: Up to 3 Devices free**
- Two Bedroom: Up to 4 devices free**
- Three Bedroom: Up to 6 devices free**

We hope you appreciate our intentions with this rule and understand that the limits have been set to ensure that ALL members enjoy ‘staying connected’ while at the resorts. See you soon at a Villa Group property!

Rhonda Meyer
DIRECTOR OF CLUB SERVICES

EAGLE'S WINGS FOUNDATION

GRANTS 2014

Eagle's Wings Foundation distributes funds to charities in the cities of Villa Group resorts, and helps thousands of children, adults and the elderly by supporting orphanages, assisted living facilities, education and physical therapy, and more. Below please find the most recent grants for 2014. With your support, Eagle's Wings has helped so many people and appreciates the generosity of our Club members!



PUERTO VALLARTA

- \$6,000..... Clínica Santabarbara Replace roof for physical rehabilitation center
- \$5,000..... Fundacion Down Down Syndrome Foundation - rehab equipment
- \$4,500..... Asilo San Juan Diego..... Electric compressor and linens - home for elderly
- \$5,000..... Maximo Cornejo Vehicle, transportation and therapy costs for childrens shelter
- \$5,000..... Asoc. Femenil..... Medical consultation expenses for children with cancer
- \$3,000..... Manos de Amor..... Equipment and improvements for orphanages/shelter
- \$6,000..... Banco de Alimentos Food bank - car repair, laptop, non perishables, scales
- \$4,500..... Mamás Unidas..... Mothers of disabled children - electricity, phone and employee expenses
- \$6,000..... Biblioteca los Mangos..... Library services - improvements to benefactors room
- \$5,000..... Refugio Infantil..... Shelter for abandoned babies/children - facilities improvement, computer
- \$3,000..... Dif..... Scholarship program for the disabled
- \$3,000..... Anspac Materials costs for individual and family development programs
- \$4,500..... Asilo de Ancianos Dif Improvements in nursing area for elderly home
- \$6,000..... Clínica Medica Asistencial Furniture and equipment - health, medical and psychological assistance
- \$1,000..... Club Deportivo Torpedos Facilities improvement, training equipment youth sport programs
- \$4,500..... Guerreros Contra las Adicciones Purchase of truck for rehabilitation center
- \$6,400..... Horizontes de Paz Equipment, chairs, tables, railings for rehabilitation center
- \$3,000..... Albergue Vida Nueva Multiple sports courts for boys shelter
- \$4,500..... Desayunos Niños de Vallarta School supplies, food and cleaning items for underprivileged children
- \$6,500..... Ayudemos a Vallarta Alternative/specialized treatments for physical and mental health
- \$5,500..... Dives in Misericordia Ac Social programs - food and equipment for dining area
- \$4,000..... Drse Educación Pública..... Pregnancy prevention programs - computerized baby
- \$1,600..... Setac Milk formula and informational material
- \$5,500..... Tiempo de Dar Classroom construction poorest areas of region
- \$1,000..... Piratas de la Bahía Deportivo Uniforms and equipment for youth sports program

\$110,000 TOTAL!

CABO SAN LUCAS

- \$ 7,000..... Los Niños de Capitan A.C. Kinder/day care for children with dysfunctional families
- \$ 7,000..... Amigos De Los Niños De Cabo San Lucas A.c. Medical and surgical care for children with cancer and leukemia
- \$ 9,000..... Bulding Baja'S Future Full university scholarships for local boys & girls
- \$ 9,000..... Red Autismo A. C..... Programs for children with autism & special needs
- \$ 9,000..... Caritas de Baja California Sur A.C..... Free breakfast for improverished children, mothers & elderly
- \$ 3,000..... Los Cabos HS A.C. Care of street dogs & cats of cabo
- \$ 9,000..... Liga Mac..... Community medical care services
- \$ 9,000..... Ayudando a Mamá..... Kinder and meal program for children from dysfucntional homes
- \$ 5,000..... Casa Hogar..... Orphanage for boys
- \$ 5,000..... Escuela Gastelum School and meal programs for very poor area
- \$ 3,000..... Magnifica Obsecion A.C..... Breakfast, lunch, medical service & classes for elderly people

\$75,000 TOTAL!

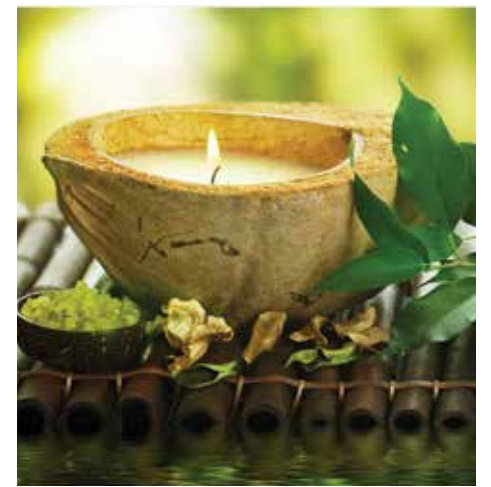


Pamper Yourself

THERE IS NOTHING LIKE TAKING A MOMENT to truly pamper yourself and release the stress of everyday living. With our collection of gorgeous spas, the Villa Group properties deliver plenty of opportunities to rejuvenate your spirit while on vacation. Tatewari Spa at Villa del Palmar Flamingos and Desert Spa at Villa del Arco, offer a place to escape and let your worries slip away. Whether you enjoy a stress relieving massage or a soothing facial, there is always something for you at one of these beautiful spas.

AT DESERT SPA, try the unique Desert Rose Replenishing Facial. The elements can take a toll on your skin leaving it dehydrated, lackluster and inflamed. This facial directly addresses and corrects these concerns. After gently cleansing and exfoliating, a custom blended, mineral rich mask is applied to balance, calm and hydrate your skin. A soothing facial massage is given using the finest penetrating rose oils to bind moisture to the skin, oxygenate it and reduce sensitivity. The treatment is then sealed under a cooling green tea, cucumber, and aloe vera blend that leaves the now vibrantly healthy skin protected and petal soft.

AT TATEWARI SPA, enjoy the Bamboo Massage. This technique incorporates bamboo stalks of varying lengths and diameters to provide deep-tissue work. Some practitioners combine elements of shiatsu, traditional Chinese medicine (where bamboo cups or the ends of the stalks are used in specific ways), Thai massage, lymphatic drainage, and even ayurveda into the technique, and sticks are sometimes heated or essential oils are incorporated into the massage. The massage itself promotes circulation, sensory nerve perception, and lymphatic drainage and provides a deep sense of relaxation and well-being.





Renovation of Villa del Palmar Downtown

AS MANY OF YOU KNOW, VILLA DEL PALMAR DOWNTOWN HAS UNDERGONE A RENOVATION RECENTLY. WE HAVE COMPLETELY REVAMPED THE FRONT OF THE RESORT, ALONG WITH THE SUITES IN BUILDINGS 3, 4, 5 AND 6.



Our downtown property is one of our benchmark structures, and is beloved by many of our members. As the years have passed, a makeover has become more necessary, and we are excited that this year your requests have been answered.

The resort was closed over the slower summer season for these renovations, and is now open and awaiting your arrival. We can't wait for you to have a chance to visit this magnificent property. The rooms have received a major face lift which reveals a much more contemporary design for the resort. The pools have also been retiled this past summer. Make sure you get ready to schedule your next vacation soon - you won't want to miss seeing this beautiful resort!



Theme Nights

at Villa del Palmar!

ESCAPING THE MONOTONY OF LIFE IS WHAT VACATIONING is all about and Villa del Palmar Cabo is cooking up ways to make each night new and exciting. The resort, which prides itself on providing an enjoyable family oriented atmosphere, is offering guests fun activities to accompany their meals each night of the week.

Guests of the resort can choose to sit back, relax and enjoy a quiet meal at one of the resort's restaurants or they can participate in one of the activities prepared by the resort. To begin the week, a true Mexican Fiesta awaits guests, where they will enjoy a divine Mexican buffet and traditional folkloric dance. Tuesdays bring about the performances of various Broadway shows and Wednesdays are dedicated to the presentation of Mamma Mia accompanied by a delicious Mediterranean buffet. Rounding out the week is Thursday's Retro Music Theme night, Friday's all American BBQ, and Saturday's Dancing around the World. To end a fantastic week, guests are invited to participate in the resort's very own version of the "Minute to Win It" game show, where they will have one minute to complete various challenges set up by the resort staff while enjoying a mouthwatering selection of the best Latin American cuisines.



La Casona Terrace Remodel



We are excited to announce that we are remodeling the terrace of La Casona! We wanted to create a space that aligns better with the atmosphere of Villa del Palmar Cancun. The new terrace will feature cooking stations for a unique and personal experience during the theme nights; a new stage that will allow for more robust performances and a new bar to offer delicious beverages as well as provide better service to our members. This terrace will also be designed to protect you from the wind and the rain, so you can truly enjoy your vacation experience without distractions!

Quality Assurance Program

We have implemented a new quality assurance program to help provide a better onsite experience for our amazing members and guests. This program will help us increase workflow, help us to cross train different departments and help us create awareness with our staff of the level of service our member's deserve in each area.

Part of this program is a new software system for guest registrations that will generate valuable statistics for our front desk staff and management. The staff will be able to work in a more organized fashion and the management will be able to easily see requests that have not yet been completed, so they can make sure issues are handled in a timely manner.



Get Fit on Vacation!

SABILA SPA IS NOW OFFERING FITBALL CLASSES! The Fitball classes provide a challenging set of exercises that can be modified to all fitness levels. You will never feel like you are being left behind, and you will return from your vacation feeling strong and ready to tackle anything life is throwing your way. One of the best things about Villa del Palmar at the Islands of Loreto is you have the freedom to truly focus on YOU! What better way than to make time to take care of your fitness while on vacation? You can even schedule a massage for afterwards!

Broadway Show Cats-Inspired Theme Night

Our professional dancers bring the hit show *Cats* to the Islands of Loreto. You will experience a wonderful night filled with entertainment for the entire family! Bring the kids out and let them get a small taste of this fun-filled show! You won't regret it!

CATS

TRES LECHES CAKE

With the holidays fast approaching, we wanted to share a delicious recipe that you can take with you to any party. A traditional Tres Leches Cake will be sure to delight the taste buds of everyone who takes a bite, and you will become the star of the show!

INGREDIENTS

- 1 ½ cups all purpose flour
- 1 tsp baking powder
- ½ cup unsalted butter
- 1 cup white sugar
- 5 eggs
- ½ tsp vanilla extract
- 2 cups whole milk
- 1 (14oz.) can sweetened condensed milk
- 1 (12 fluid ounce) can evaporated milk
- 1 ½ cups heavy whipping cream
- 1 cup white sugar
- 1 tsp vanilla extract

DIRECTIONS

1. Preheat oven to 350° F (175° C). Grease and flour one 9x13 inch baking pan.
2. Sift flour and baking powder together and set aside.
3. Cream butter or margarine and the 1 cup sugar together until fluffy. Add eggs and the 1/2 teaspoon vanilla extract; beat well.
4. Add the flour mixture to the butter mixture 2 tablespoons at a time; mix until well blended. Pour batter into prepared pan.
5. Bake at 350° F (175° C) for 30 minutes. Pierce cake several times with a fork.
6. Combine the whole milk, condensed milk, and evaporated milk together. Pour over the top of the cooled cake.
7. Whip whipping cream, the remaining 1 cup of the sugar, and the remaining 1 teaspoon vanilla together until thick. Spread over the top of cake. Be sure and keep cake refrigerated, enjoy!



Send a friend to Mexico!

Send a friend to Mexico, or bring them with you on your next vacation! Refer someone to travel by March 31, 2015 and they'll stay for 5 days and 4 nights for \$269 at any of the Villa del Palmar resorts in Cabo, Puerto Vallarta, or Loreto. Additional dates in 2015 are also available for unpublished rates! For more information please call us at 800-676-9394 extension 1416.



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
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
Gold (Winter/Holiday) 11/01
Elite/VPA deadline 11/01

Universal Vacation Club (the “Club”) and its servicer, 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 (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. If you do not opt in, your email address will not be released.

IMPORTANT PHONE NUMBERS & ADDRESSES

VVC INTERNATIONAL

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.myuvci.com
Email: clubmail@myuvci.com

EMAIL CONTACTS

Member Services: clubmail@myuvci.com
Newsletter: news@myuvci.com
Board of Directors: myboard@myuvci.com

TRAVEL ESCAPES CLUB

Vacation Travel Service
Toll-Free: 1-866-226-4173
Website: www.travelescapesclub.com

RESORTCOM INTERNATIONAL

Website: www.resortcom.com

OWNER RENTAL PROGRAM

Website: www.myuvci.com/rentalprogram

OWNER REFERRAL PROGRAM

Toll-Free: 1-800-638-3400
Website: www.intervalworld.com

I.I GETAWAYS:

1-800-722-1860

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: 011-52-322-226-1413

VILLA DEL PALMAR - FLAMINGOS

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: 011-52-624-145-7201

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 77400
Phone: 011-52-998-193-2600
Fax: 011-52-998-193-2600 ext. 1019

VILLA DEL PALMAR - THE ISLANDS OF LORETO

Carretera Transpeninsular KM. 83
Ensenada Blanca
Loreto, BCS, MX 23680
Phone: 011-52-613-134-1000