



Spring has Sprung and UVC is Blooming!

A Message From The President

As I walk around the resorts, I always take the pulse of the staff, member and guests. Lately, an overall sense of well-being and positivity is almost palpable. What a refreshing change after the subdued reality that most of us have been living with since the economic downturn. I am confident that the attitudes of those around me are foreshadowing a new season of prosperity for all of us! With our resorts' extensive renovation and refurbishments complete, and our "Spring Cleaning" done, it's time to relax and enjoy. A new year brings new promise – a chance to "redo" and "renew." In that light, UVC has some new programs and good news that we would like to share with our members:

ARDA Awards – I am so pleased to announce that UVC has won two ARDA (American Resort Development Association) awards this year. We entered two submissions and both received awards.

Rhonda Mayer, your Club Director, is the Gold ARDY first-place winner for the "Administrative Manager" category. Being selected as a finalist is a tremendous accomplishment as ARDA receives hundreds of entries for each category. Rhonda was competing with the very best in the industry and to have won the Gold is an incredible honor. Each and every UVC member benefits from the excellence and experience she brings to the Club. **UVC's Newsletter** came in second place in the "Newsletter" category with a Silver ARDY. Congratulations on achieving this level of distinction within the vacation resort industry!

You be the Judge! – You may have recalled reading about our "What's Your Story?" contest. Well, we have received some great responses, and decided to let our members cast the deciding vote to pick the winner of the One Week Vacation/Airfare prize! A separate mailing is being sent mid-March, and all the submissions will also be available online at www.myuvc.com – click on "What's Your Story?" to read all the great entries!

VPA Update – it has been almost a year since we introduced the Villa Preferred Access points-based membership. We have had such strong response to this membership primarily due to the flexibility to book multiple vacations each year with no additional fees. I know many of you would like to understand how a conversion from your Gold

or Preferred Membership to VPA would work. However, there is no easy answer to this. The differences are vast depending on season, unit type and other factors. The best way to determine how converting would affect your membership and any payments is to contact the Upgrade Department at **1-866-790-4178**.

Membership 101 – If you haven't had a chance recently to attend the Membership 101 class, you really ought to. This is NOT a sales presentation – it is an informational meeting to provide existing members with the latest information on the products and services that are available as benefits of ownership. It discusses the role of the different entities, different membership types, "how to's" for modifying reservations, exchanging, banking and borrowing, optional services and much more. Check it out next time you are at the resort!

We are looking forward to a great year!

Robert Kistner, UVC President

What's Inside

| | |
|------------------------------------|----|
| ■ President's Message | 1 |
| ■ Club Director Update | 2 |
| ■ Greatest Club on Earth | 2 |
| ■ Have Your Wedding in Mexico | 3 |
| ■ Call for Candidates | 3 |
| ■ Health Travel Guides | 4 |
| ■ Travel Escapes! | 4 |
| ■ Referral Program | 5 |
| ■ Extra Extras | 5 |
| ■ Que Pasa Cabo/PV? | 6 |
| ■ Eagles Wings Foundation | 7 |
| ■ Vacation Photography | 7 |
| ■ Resort Update—PV | 8 |
| ■ Resort Update—Cabo | 9 |
| ■ Resort Update—Cancun | 10 |
| ■ Resort Update—Loreto | 11 |
| ■ Call Center, Calendar & Phone #s | 12 |



Rhonda Mayer (on the right) wins the Gold ARDY!

Club Director's Update

Dear UVC Members,

UVC is such a dynamic organization and we always are implementing new programs and services to keep up with the demands and needs of our owners. As Club Director I hear from many owners who are confused by all the pieces, and just want basic information about their resorts and their membership. I thought it might be helpful to include some of the most frequently asked questions here.

Q: Why do members have to go on a sales presentation to receive a discount card?

A: Gold and VPA members receive a Gold discount card at the time of arrival. There is a second discount card, with deeper discounts, used by the Marketing department to encourage people to go on a presentation to make sure they are familiar with all member types and benefits. Everyone other than a gold



or VPA member needs to attend a presentation for a discount card.

Q: Are we having room rate promotions for next year? Is February or March an option?

A: Our promotions are generally set up for Summer season due to availability at our resort. From time to time we may have specials during the Winter season but it is based on availability.

Q: How much do we get if our week is rented?

A: Income received varies, and the Suite Getaways Rental program only accepts a limited number of weeks. It is not designed as an incentive to earn income, but instead just to help offset the cost of the maintenance fee when the member cannot use their time. For details go to www.myuvc.com. On the Member Services tab, click on "Rental Program."

Q: Why is there a daily resort fee for gratuity? We tip those staff we want to tip and the HOA should cover front desk, etc.

A: Unlike the bell, housekeeping and restaurant staff, there are many employees that are not in positions that receive tips. In an effort to be fair, the resort fee is added to allow maintenance, laundry and other personnel that generally do not come into face-to-face contact with the resort guests to be rewarded and recognized for their hard work and efforts on the members' behalf. This fee is optional and can be removed if you have already personally tipped those individuals that you feel deserve it.

Rhonda Mayer, UVC Club Director

The Greatest Club On Earth

**Ladies and Gentlemen, Young and Old!
Come One, Come All! Welcome to UVC...
The Greatest Club on Earth!**

**UVC 26th Annual Meeting "The Greatest Club on Earth" October 15-17, 2010
Villa del Palmar Flamingos,
Nuevo Vallarta, Mexico**

Mark your calendars now and get ready for a weekend filled with non-stop fun, food, entertainment, and education – you can't afford to miss it!

Steady your nerves, still your hearts, and get ready for a wonderful "Cirque de Soleil" Extravaganza – with attractions and entertainment straight from the under the Big Top! We will conjure up laughs and amazement galore - you will be thrilled by the skill of the performers, delighted at the talented entertainment, and dazzled by the delicious, gastronomical wonders that await you! Experience first hand the 5-star service and amenities that has made the Villa del Palmar Flamingos a renowned international special-events destination.

It's no illusion! UVC is one of the most successful and well run owners' associations in the industry – and we owe it to the involvement and support of our members. The Annual Meeting itself is free to all members, but advanced registration is required.*

Where to Stay: All the UVC Annual Meeting events will be held at Villa del Palmar Flamingos in Nuevo Vallarta, Mexico. To use your week, please contact Member Services for room reservations. UVC: (800) 852-4755; Gold: (866) 465-3882; VPA: (866) 464-9280.

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

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



New Beginnings-Have Your Wedding In Mexico!

Planning a wedding at one of the UVC family of resorts brings new meaning to the words “I am getting married at home!” 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! Below are highlights of wedding packages offered.

All Weddings (Puerto Vallarta or Cabo San Lucas)

- ◆ No location fees.
- ◆ Complimentary professional wedding coordinator within the resort.
- ◆ 10% off in our wedding ceremony packages.
- ◆ Dressing room for the bride.

Weddings Up to 15 guests – all the above plus:

- ◆ Complimentary wedding cake (based on group size.)
- ◆ Romantic turndown for the bride and groom on their wedding night with candles, truffles and champagne.
- ◆ Decorated wedding table(s) for dinner with linens and bows – available in different color selections.

Weddings Up to 30 guests – all the above plus:

- ◆ One welcome amenity for each guest room.



- ◆ Two nights/three days complimentary stay certificate valid at any of the Villa Group resorts for their first anniversary (Puerto Vallarta/Nuevo Vallarta or Cabo San Lucas).
- ◆ Decorated Trolley with hanging cans in different colors, white bow and “Just Married” sign in the back of the Trolley for your bridal party photo session (applies only to Cabo resorts.)

Go to www.villagroupresorts.com/weddings, submit a quick contact request, and one of the Villa Group’s staff of professional wedding planners will contact you for a personalized consultation. Congratulations!



We Need You! Call for Candidates

Are you a Member who would like to be considered for nomination for the 2010 UVC Board of Directors “Member Director” Election? Member Directors are elected for a term of three years. Interested parties should submit an application

and a short 250-word biography to be considered by the Nominating Committee no later than May 23, 2010. Please contact clubmail@myuvc.com for more information.

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

A New Look for Travel Escapes! Club



Take a look at the new Travel Escapes! Club website at www.travelescapesclub.com.

If you haven't visited the site for a while you will be surprised at all the changes! If you have visited the old Travel Escapes! Club website and logged in using your ResortCom user name and password, please visit the new site as everything has changed. As of today, that user name and password will no longer give you access as a Travel Escapes! Club member.

When you visit the new site to log in as a member of the Travel Escapes! Club, you will just have to follow these simple steps:

- 1 Be sure that you are a UVC Gold Member or a VPA (Villa Preferred Access) member. As UVC Gold members or Villa Preferred Access members you are automatically members of the Travel Escapes! Club with all benefits immediately available to you! (If you are a non-Gold UVC member you can join for a nominal annual membership fee

of \$89 per year.)

- 2 Click on the login in the upper right hand corner.
- 3 In the middle area called "First Time Users" click on the "Enter Here" button.
- 4 Enter your e-mail address.
- 5 Create your new password and press "Submit".

You now have your new user name and password! You will be able to book your own vacation with direct links to Travel Escapes! Club partners and get your special Travel Escapes! Club offers automatically. Some examples of Travel Escapes! Club offers:

- ◆ Up to 25% off of any Avis Rental Car booking
- ◆ \$500 off of a Moorings Crewed Yacht booking
- ◆ 10% off of Le Boat bookings (drive your own boat thru the canals of Europe)



- ◆ Book the latest specials with Star Clippers, Pleasant Holidays, Apple Vacations, Carnival Cruise lines, Princess Cruises lines.
- ◆ Check out the special rental rates at Resortime. TEC members can enroll free of charge as Premier members of Resortime and are able to book vacations at those special rates.

Ken Owens
Managing Director Travel Escapes! Club

A New Healthier You



Each year thousands of US patients choose to have their weight loss surgery at Hospital Angeles Tijuana, part of the largest private hospital network in Mexico. It has easy accessibility (15 minutes from downtown San Diego), and state-of-the-art facilities including 10 operating rooms, and all-private patient rooms. There, patients work with a world-class obesity surgical team lead by Allergan-certified laparoscopic gastroenterologist surgeon Dr. Juan Lopez Corvala, expert in the three most successful weight loss surgeries: LAP-Band, gastric sleeve and gastric bypass. While the band procedure is the most popular, patients are increasingly requesting the sleeve for the same benefits doctors favor: less invasive than bypass, and more weight loss success than the band.

Research shows that people in couples live longer, have more money and report greater happiness. They also lose more weight when they try to lose weight together. Health Travel Guides reports seeing an increasing trend in weight loss surgery patients coming in pairs, and reporting greater success, at an earlier rate, than patients who go the solo route. Hospital Angeles is aiding and abetting the success by giving couples a special deal, saving \$1,000 on their full service medical travel package that includes all medical costs and travel planning.

"We see about 1-2 couples per week on the suite floor," says Sandra Miller of Health Travel Guides. "It's great to see them getting off to such a great start, supporting each other. Their success



rates are noticeably faster and more dramatic – that includes moms and daughters too, not just married people. It's really great to be part of that."

www.HealthTravelGuides.com.

Turn Old Friends into New Members! UVC Member Referral Program

Do your friends and family become envious every time you show them photos or share your most recent vacation experience with the Villa Group? If so, you can give them a taste of the membership with our exciting Member Referral Program. With 5-Star vacation packages starting at \$199, your friends and family can visit one of our fabulous destinations and preview our exciting vacation program.

There are three ways to invite your guests:

- 1 Call the Members Referral Department at **1-800-676-9394**

- 2 Go online and register your Referral at www.villagroupvips.com
- 3 Provide your Referrals to one of our agents while you're on your next vacation with the Villa Group.

REWARDS, REWARDS, REWARDS!!!

For every name you provide us we will put you into a drawing for the annual "Dream Vacation" raffle. Last year's winners are going on an 8 day/7 night Mediterranean Cruise! You will also receive \$25 Palmares for every referred guest who completes an onsite presentation and \$100 Palmares for any who decide to become members

with the Villa Group. Palmares may be used as cash at any of our properties or applied to maintenance fees or loan payments. Start today by calling **1-800-676-9394**.



Spring into Savings



Affordable and Convenient "Extras" to Make Traveling Easier!

With every convenience and every contingency planned for in advance, all you have to do is kick back, hop on your flight, and get ready to relax!

- ◆ **Airport Shuttle Service** – Shuttles available from Puerto Vallarta and Los Cabos Airports directly to Villa Del Palmar Resorts. We suggest booking at least 14 days prior to arrival.
- ◆ **Special Deliveries/Meal Packages** – Themed baskets for special occasions, Flower arrangements, Food & Beverage certificates and more can be ordered in advance. In Cabo, groceries can be pre-arranged through the Palmita Market. Or at all properties select an "all-inclusive" Meal Plan for 24-hour convenience! We suggest booking 14 days or more in advance. Fees vary.
- ◆ **Golf/Spa Specials** – Get discounted rates on world-class golf courses in Vallarta or Cabo, or pre-book all of your Spa services! We suggest scheduling 30-14 days in advance. Fees vary.
- ◆ **On-Call Medical Travel Insurance** - Peace of mind while traveling! Medical evacuation coverage up to \$5000 while using your UVC week. For only \$15 more add additional coverage for ANY travel more than 100 miles from home, comprehensive travel assistance services, additional

resort trip benefits such as roadside assistance and lost baggage coverage, and more. VPA & Gold Members – Free! Or sign up with your maintenance fee billing. \$44.99.

- ◆ **Quarterly Payments**– In today's economy, payment options can really help! UVC offers an installment plan to pay maintenance fees in quarterly payments. Members must re-enroll each year and return consent forms by the deadline. \$9.70 single week \$12.70 for multiple weeks.

For more information on these programs, contact Member Services: 1-800-852-4755 * VPA Members 1-866-464-0280 * Gold Members: 1-866-465-3882.



Que Pasa Cabo/Puerto Vallarta?

Happy Birthday Puerto Vallarta!

Vallarta! —If you are one of the lucky UVC members visiting Puerto Vallarta on May 31st, do not miss the opportunity to celebrate the city's 92nd birthday! Most of the events take place in the City Hall, the Arches open-air theater or Seahorse-sculpture area. Be part of the many activities the Culture Department prepares for this special occasion; celebrate with outdoor art and cultural festivals, enjoy a mariachi concert, and end the festivities with spectacular fireworks at 11 PM. The streets around the Malecon are closed to traffic mid-afternoon for the events. Limited bus service.

Art Walk—Old Downtown, with its cobblestone streets, beckons you for a leisurely stroll to appreciate the quality and

diversity of Vallarta's artistic community. The Art Walk provides an inviting way to introduce art collectors and window shoppers to many local artists and shops. Art Walk takes place between 16 galleries in Old Town, every Wednesday from 6 to 10 p.m., with exhibitions and cocktails offered to all attendees throughout the Winter season until May 26, 2010. Galleries are close to each other and the Art Walk is an easy and enjoyable experience. For details visit www.vallartaartwalk.com.

| | | |
|--|--|---|
| <p>WEDNESDAY/MIÉRCOLES Oct. 28, 2009 to May 26, 2010 6 - 10 PM</p> | <p>1 Galería WHILLOW Michael Whillow "Master of Realism" Leona Vicario #233 T. (322) 222 4491 www.galeriavalarta.com</p> | <p>3 Galeria de ARTISTES</p> |
| <p>15 galeria vallarta Jaiver 245 Ph (322) 222 0290 ehbert@galeriavalarta.com www.galeriavalarta.com</p> | <p>Viejo Vallarta / Old Town</p> | <p>4 CORSICA GALERIA DE ARTE Leona Vicario 230</p> |
| <p>26 SERGIO BUSTAMANTE Crea desde 1977 www.sergioart.com</p> | <p>16 galeria Jaiver 245 Ph (322) 222 0290 ehbert@galeriavalarta.com www.galeriavalarta.com</p> | <p>5 Galeria A.L. arte latinoamericano desde 1977 Jesús Ortiz de Domínguez 155 Tel: 322-222-4416 galeriaal@gmail.com www.galeriaal.com</p> |
| <p>18 PAPA LEONA VICARIO J.B. DE DOMÍNGUEZ AMBIGUO</p> | <p>17 GALERIA Jaiver 245 Corona 186 (322) 223 9700 Miramar 237</p> | <p>6 Art. Gallery Millan Alcornoque 307 • Centro www.artgallerymillan.com</p> |
| <p>19 Mata Ortiz Pottery Galeria de Ollas CORONA 176</p> | <p>14 Galeria de Ollas CORONA 176</p> | <p>7 Art GALLERY Aldama No. 174 • Centro Puerto Vallarta, Jal. Tel.: (322) 222 1962 Fax: (322) 222 5002 www.artgallerymillan.com galeriamillan@prodigy.net.mx</p> |
| <p>20 GALERIA Jaiver 245 Corona 186 (322) 223 9700 Miramar 237</p> | <p>13 GALERIA CORONA Corona 164 Ph. (322) 222 4210</p> | <p>8 EMOCIONES Arte y cultura ART GALLERY</p> |
| <p>21 CORONA 176 A. CENTRO TEL Y FAX (322) 222 6330 WWW.THEARTWALK.COM</p> | <p>11 galeria uno Morelos 561 Ph. 222 0908 galeriauno@gmail.com.mx</p> | |



Restaurant Week—For the sixth year in a row, Vallarta Lifestyles is proud to present Restaurant Week 2010. For 17 days, many of Puerto Vallarta's best restaurants will offer spectacular three-course menus (with three options each) discounted by up to 50%! So enjoy your

favorite restaurants at the fixed prices (no beverages or tips included). Restaurant Week 2010 is endorsed by local municipal authorities, Puerto Vallarta's tourism bureau (FIDETUR), and Hotel and Motel Association. Restaurant Week 2010 will take place May 15-31, 2010.

Que Pasa Cabo San Lucas?



Cabo Marine Show—Boating and Sailing lovers take note! On April 16 and 17, the Cabo Marine Show will take place along the marina. A great event with exhibits from fishing, yachting and boating companies, golf courses, charter companies, hoteliers, marinas and other nautical suppliers. Open to the general public. If you're traveling during those dates you are invited to visit the Marina for the "Nautical Event of the Year!"

Cabo Submarine—This 60 ft yellow submarine does not fully submerge, but instead offers a chance to experience the unique sea life of the Sea of Cortez from an underwater

viewing area. This 45-50 minute tour is appropriate and interesting for all ages. Highlights include the unusual rock formations of Land's End, tropical fish, a sea lion colony and more. The seats have colorful "Fish Finder" guides to identify the different species of sea life. Tours are also offered at night using a state-of-the-art underwater lighting system to illuminate the surroundings of the submarine and reveal sea life that only comes out at dark. The Cabo Submarine tour is #2 on the list of Trip Advisor's most highly recommended activities in Cabo San Lucas. www.cabosubmarine.com.





The Eagles Wings Board of Directors would again like to thank the generous prize donors and participants who made our 10th Anniversary Party last fall such a success. We also want to thank all UVC members who increase their donations along with their maintenance fee payments for the "\$10 for the 10th" program. This will allow the Board to expand the Annual Grants contributed to the neediest people in Puerto Vallarta, Bucerias, and Cabo San Lucas. The Board hopes to be well ahead of last year's contributions by July, when the 2010 grants will be awarded. So that all requests for grants have an equal chance for consideration, EWF established clear guidelines and dates by which the requests have to be submitted.

The Sunday after the Annual Meeting, EWF took over forty people by bus to the **Manos de Amor Por Bahia Orphanage** in Bucerias. The tour also included the **Casa Hogar Maximo Cornejo Quiroz Orphanage**, where all the children and

staff posed for this picture. The tour concluded with a stop at the **Asilo San Juan Diego**, a home for the elderly.

However, we understand that not all of you can attend the Annual Meeting. To this end, local resident-members arrange weekly trips during the main season to the **Asilo San Juan Diego** and to an orphanage. Details are available at the UVC onsite office and at the weekly Members' Party. To witness first hand the appreciation and gratitude of our grant recipients is so humbling. It is an amazing experience to be able to show that we care for the people beyond the financial help we provide. Next time you are in Mexico add this to your agenda – you will not be sorry!



Requests for grant applications for needy organizations in Puerto Vallarta, Bucerias, or Cabo San Lucas input can be directed to Cynthia Lasher at the San Diego UVC Office cynthial@myuvc.com. Finally, the Board is always looking for new or unique ideas to raise more funds for this worthy cause. We welcome your input!

Gert Baumann,
EWF Board of Directors



Your Vacation Photos Come To Life!

Do's and Don't for Taking Great Pictures

An important part of any vacation is sharing memories with family and friends! Today's small digital cameras are an ideal means of doing this. These technological marvels can be purchased almost anywhere for under \$200, and anyone can take good quality pictures with minimal practice. Practice using your camera before you start your vacation. It is a good idea to purchase at least two sets of batteries and to start your vacation with both sets fully charged. A large (4 gb) capacity storage chip should hold plenty of pictures.

Do think about composition. Putting the main object in the center of a picture makes for a dull image. Instead, position the object 1/3 of the way above or below the center of the rangefinder, 1/3 of the way from

the right or left side. **Do** be sensitive to color. Both contrasting and monochromatic scenes can add interest to a photo. **Do** put a person in your picture. A human figure provides a sense of scale, and uninterrupted shots of scenery can get boring. **Do** shoot several pictures of each subject to improve



Close ups and people make the shot more interesting.

chances of getting a good picture.

Don't shoot facing the sun. For best results, position yourself so that the sun is over your shoulder. **Don't** be shy about asking a stranger to shoot a picture of the two of you together. **Don't** take all your photos at the same time of day. Just after sunrise and before sunset will yield dramatic images.

Just a point in sharing photos by email! The best format is normally JPG. There are many different programs for preparing and emailing photos. I suggest starting your email Internet Service Provider (ISP), then using the search-engine (i.e., Google) and using the keywords "Sending Photos by Email" to find appropriate instructions to email your photos.

Have fun taking great pictures!
Jack Underwood, MAC Member



What's New in Vallarta?

New Standards—The Food & Beverage Division

All Villa Group resorts are proud to have recently joined the Cristal Food Safety Risk Management Program, designed specifically for the travel and tourism industry, known globally for their high standards of excellence that comply with national and international regulations and employs best practices for the industry.

“Behind the Scenes”—a Kitchen Tour at VDP

Recently we had a wonderful opportunity to get a first hand look at the Villa Group’s policy of food handling, led by Mr. Ernesto Hernandez, the General Manager of Villa del Palmar, Vallarta, and Mr. Javier Cruz from his staff. We were amazed at the thoroughness and attention to the smallest detail followed by all staff who come in contact with any step in the food handling process.

The first step is training of all staff to fully understand what is required to safely handle food and its storage, preparation and serving to the guests. Procedures are reinforced and logged daily for review with management and employees. Food delivered to the resorts comes from carefully-screened vendors who sell quality food and the freshest produce.

Upon unloading, everything is separated by category and stored at the proper temperature, and when required, in separate rooms to avoid cross-contamination. Fresh produce is immediately washed before it goes into the refrigerator. All incoming food is labeled with the date received to assure that all products can be traced back. This labeling is updated throughout each step of preparation. The receiving area is in a different building from food “processing” to avoid contamination as much as possible.

Meat and seafood are cut into portions and wrapped or vacuum packed for freshness at the “Big Kitchen” adjacent to Jalisco. Temperatures are set to exact standards and checked several times per day. Rice, beans, salads, salsa, guacamole and more are prepared by a separate individual for all restaurants to assure uniform quality throughout the resort. The kitchen is divided into sections where only meat, seafood, chicken, cheese or vegetables are allowed. Each section and all utensils are color coded and the latter are placed into a special disinfection solution after each use.

The final touches to each dish are made by each Chef in their respective kitchens. The restaurants are spic and span from top to floor; not a bit of grease on any of the stainless steel surfaces - even the hoods over the cooking areas. The French-fry fryer is emptied daily and cleaned before being filled again with clean oil. There are many hand-washing stations for all employees and hairnets are worn

by all. Buffet items are kept in smaller containers to assure quick turn-over and replenishing. The temperatures of all items are checked very frequently during service both for the cold and the hot items to ensure that nothing will spoil while served.

The organization, constant follow-up, checking of every aspect, and the meticulous record keeping highly impressed us. Most impressive - Ernesto had not told anybody on his staff that we were coming! Independent food handling audits and inspections are held on an ongoing basis to ensure conformity to the high standards of the Cristal Program. We encourage all members to tour the kitchen on their next trip to the resort!

Deborah McPherson, Board of Directors

Joye and Gert Baumann, Member Advisory Committee



Honeymoon Delight for Two
 European Seaweed Facial 55 minutes
 + Therapeutic Hot Towel 85 minutes Massage
 + Private Hydrotherapy tub
 On behalf of the Spa receive a Bottle of Champagne and Strawberry Pie. **Per Couple**
 Precio Normal / Regular Price \$220 USD
 Precio de Especial / Valentine's Price \$170 USD per person
 Total time 3 hours

Girls Day Out
 Anti - Aging Seaweed Facial 55 minutes
 + Holistic 55 minutes Massage
 Precio Normal / Regular Price \$215 USD
 Precio de Especial / Valentine's Price \$160 USD
 Total time 2 hours

Couple's Retreat
 Deep Tissue 85 minutes hot towel massages for two
 Precio Normal / Regular Price \$290 USD
 Precio de Especial / Valentine's Price \$215 USD
 Total time 2 hours

Day of Rejuvenation
 Hydra dew Facial 55 minutes + Classic Pedicure
 + Classic Manicure
 Normal Price \$205 USD
 Valentines Price \$150 USD
 Total Time 2 hours

In a Rush
 Back Massage 30 minutes + Eye Facial treatment 30 minutes
 Normal Price \$85 USD / Valentines Price \$70 USD
 Total Time 1 hour

For reservation please dial ext. 750-752

**This promotion may not be combined with any other promotions such as Villa Dollars, Gold Card, or another kind of Coupon or Certificate.





What's New in Cabo?

New Concept—Beach Lounge @ Villa Del Arco - Join us at the new “Beach Lounge” at Villa del Arco. Nothing soothes Spring Fever better than just relaxing – so grab a drink and “chill out” to music during the day, with funky lit-up cube tables and romantic brick oven fires at night.

New Taco Bar— Stop by the authentic Taco Bar located on the upper pool at Villa del Arco and enjoy freshly-made tacos with our unique salsas and condiments. “Tacos al Pastor” is a crowd favorite! These are made from skewered pork grilled on a spit, a method originally derived from the Middle East. Brought to



Mexico by Lebanese immigrants, it has established itself as one of the more popular “street foods” all over Mexico. Tacos al Pastor is traditionally served with an assortment of accompaniments such as grilled pineapple, onions, red radish and fresh cilantro. Be sure to try it next time!

NEW FACES

Lucia Ruiz joins us as General Manager of Villa del Arco. Lucia has more than 15 years of experience in the resort industry, most recently with Avalon Resorts as Director of Operations for 5 properties in Cancun, Acapulco and Panama. Previously she served as General Manager of Paraiso de la Bonita Resort, and Thalasso, an AAA five-diamond property catering to high-end clientele. She has held a variety of different management positions with InterContinental Hotels & Resorts Group within and outside of Mexico.



Her strong experience and background make her a perfect fit for our resort!

Thomas Henseler is the new Food & Beverage Manager for the Villa Group Los Cabos. Thomas returns to the Villa Group after a two year stint with Orient Express in Peru. He has 27 years of experience in the hospitality industry as Chef and Food & Beverage professional, 20 of which he spent working outside of his native Germany with many international companies such as Hilton, Le Meridien, and Shangri La, among others. He is looking forward to further improving the Food and Beverage offerings at the Villa Group resorts in Los Cabos and welcomes any feedback or requests. Contact him directly at thenseler@villagroup.com.mx.



A warm UVC welcome to Lucia and Thomas!

Refresh, Renew and Save!



Members Save Big at The Desert Spa—Refresh, renew and save big by purchasing a spa certificate before your vacation in Los Cabos. Members can pre-purchase a Desert Spa gift certificate of \$25 US for only \$20! Best of all, this certificate can be used on any of the weekly Spa promotions. This offer is only for UVC members so don't miss out!!

Renew and Revitalize—**Weight Loss and Anti-Aging Seminar**, Villa del Arco. How we choose to move our bodies and the kind of fuel we put in our bodies has a profound effect on our aging process. In this 45-minute seminar, presenter Robyn Littlewood talks about how to minimize damage to skin and internal organs through proper diet and exercise. She shows ways to get better results from your workouts and separates facts from fiction in the area of aging and weight loss. Members staying at Villa del Palmar and Villa del Arco are invited to attend this seminar, Sundays at 4 pm in the Hospitality Suite at Villa del Arco. Call ext. 686 to reserve your space.





Construction Update –

We are thrilled with our progress and work continues as planned. You can see from the recent photograph that the resort is really taking shape! The cabinetry is installed and the sales team will be ready to show the three bedroom oceanfront model within the next month. Painting continues on both sides of the project. Stay tuned for more updates!



Genotes – One of Cancun’s Mysterious –

The magic of the Yucatan Peninsula is found in the smiles of friendly locals, in the needlepoint designs on Mayan dresses, around the reefs beneath the sea’s surface, and...at the edge of cenotes! Cenotes (seh-NO-tays) are ancient sink-holes that are as varied as their names; some are below stone overhangs; others are open ponds. Diving into them is cooling and surprisingly invigorating. These wonders invite a sense of oneness with nature. If you’re an adventurer, bring your SCUBA gear and meander around stalactites and stalagmites. Here is list of some of the more popular cenote destinations:



Sistema Ponderosa – Cenote Eden –

3 km south of Puerto Aventuras. Thirteen different cenotes within the cave system.

Xcaret – 75 km south of Cancun, it is an eco-park that provides many activities in addition to the cenote swims, such as archaeological ruins, rivers, dolphin shows, aquarium, caves and a stunning beach.

Cenote Chac Mool

– 22 km south of Playa del Carmen (near Puerto Aventuras). It includes two separate cenotes with snorkeling available in the larger of the two. There is a large cavern zone with beautiful views of the jungle from inside the cavern.

Dos Ojos – on the highway between Akumal and Tulum and it is part

of Nohoch Nah Chich cave system. This was the location of filming for the Imax documentary, “Journey into Amazing Caves.” Dos Ojos is located in the Hidden Worlds Cenotes Park.

Casa Cenote (Cenote Manatee) – 11 km north of Tulum in Tan Kah. The cenote is easy to get into and out of, and the calm and clear waters are fun for children. Casa Cenote is very close to the ocean and has a connecting tunnel to the Caribbean. There is an ocean-view restaurant between the cenote and the Caribbean.

Car Wash Cenote – 7 km west of Tulum on the road to Cobá. It’s a fun cenote for swimming, snorkeling and diving. You can drive in (about 30 meters or 100 feet) right up to the cenote (hence the name). There is a diving platform on the edge that makes for an exciting entry. Most cenotes have been explored, so it’s safe and easy to access them. Andale! Venture out!



The latest series of construction pictures speak for themselves! Construction is on track to open Phase One in the fall of 2010. Plans have been approved to start building the access road to the property. The construction team is thrilled about the progress! The full crew is on track, with close to 400 workers hard at work. Within the next few weeks, more final plans will be made regarding the “theme pool” and details should be available in the next newsletter. Check out the photo and you will be able to visualize your beautiful new property coming to life before your eyes. Can you imagine your first vacation in this gorgeous location? We can’t wait to welcome you back!



Que Pasa, Loreto?

Unique Location – Loreto is located in an exotic corner of Baja Mexico, juxtaposed between the beautiful Sea of Cortez and the majestic Giganta Sierra Mountains and desert. It boasts the highest concentration of marine mammals and tropical sea life on the planet, and offers breathtaking panoramic views of the sea and the 14 islands dotting the bay. Jacques Cousteau called Loreto, “The Aquarium of the World.”

Authentic Mexican Charm – Loreto is affectionately known as “the

un-Cabo” because of its Old World, simple lifestyle. This tranquil village has a small town ambience, and the friendliness of the community can be found everywhere. You will meet a new amigo in every quaint downtown restaurant or shop.

Fascinating History – The beautifully-restored Mission of San Javier was the first Mission on the Baja peninsula, and as such made Loreto the first real town. Go even further back in time and explore the indigenous cave paintings in the canyons and mountain ranges.

Year Round Activities – Temperatures average in the 80’s. Loreto is a global destination for sea kayaking, and outdoor activities are always available – you can play golf or tennis, go fishing, hiking, tennis, biking, beachcombing, - or just relax with a good book in the sun.

Good for the Soul – People come to Loreto to be in touch with nature. The unspoiled beauty of the land and sea, and the abundance of wildlife will transform you. It is a magical place.

Shopping in Loreto



In Loreto, you’ll find many hand-made arts and crafts such as genuine silver jewelry, paintings, textiles, ceramic and wood sculptures, blown glass and metal designs, lamps and furniture and more. A fun tradition in Mexico is to bargain with the local vendors. Feel free to ask questions and browse until you find just the right gift to remind you of your wonderful vacation experience in Loreto.

Here are some great local arts and crafts shops to try:

Conchita’s Curios, Prononacion Misioneros S/N

El Ala, Salvatierra #14

La Iguana, Paseo Hidalgo S/N

Silver Desert, Salvatierra 36



Spring Training at the UVC Call Center

Like a Baseball Club getting ready for a new season, our Call Center staff receives ongoing training. The Call Center continues to provide quality customer service to UVC members, with all service indicators in line with goals. One of the factors that contributes to our success is a great team of supervisors. We would like to take this opportunity to introduce you to one of our "Coaches."

Almost four years ago, **Alfredo Morales**



started with ResortCom as a Reservation agent. He was promoted to Supervisor and his duties consist primarily of agent support, to ensure the agents have the information and tools necessary to provide quality customer service in a professional, efficient, and timely manner. Alfredo currently lives in Mexico City with his wife and daughter.

He enjoys working with our members and when he receives comments from members praising the good work and overall call center experience he knows the time spent coaching his team has been worth it. Positive feedback is a great morale booster and Alfredo makes a point to share the feedback with the entire call center team. It's a "Home Run" for Alfredo and the UVC Call Center Teams in San Diego and Mexico City!

UVC Calendar

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.

October 1-30, 2010 – Maintenance Fee Assessment bills will be mailed.

October 1, 2010 – Registration deadline for Annual Meeting attendance. Deadline for proxy to be received by UVC inspector of elections at UVC headquarters.

October 16, 2010 – UVC 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.

November 1-30, 2010 – Maintenance fee payments due. 1st Installment is due for members utilizing the Quarterly maintenance fee payment option.

December 1, 2010 – Unpaid maintenance assessments are delinquent and subject to late fees and penalties.

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/VPA (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/VPA (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
Cancun members: 1-866-668-9261
Loreto members: 1-866-668-9088
Fax: 1-619-209-5920
Website: www.myuvc.com
Email: clubmail@myuvc.com

E-Mail Contacts

Member Services: clubmail@myuvc.com
News Between Amigos: amigos@myuvc.com
Board of Directors: myboard@myuvc.com

Developer Sales/Marketing Group

Website: www.uvcmembers.com

Travel Escapes Club

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

ResortCom International

Website: www.resortcom.com

Suite Getaways

Member Rental Program
www.suite-getaways.com

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
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

Villa del Palmar – Cancun

Carretera a Punta Sam Km 5.200,
MZ9 SM22 Lote 3
Zona Continental Isla Mujeres
Quintana Roo, MX C-P 77400
Phone: 011-52-998-193-2600
Fax: 011-52-998-193-2600 ext.1019

Villa del Palmar – Loreto

Av. Salvatierra S/N esq Ebanistas
Hotel Santa Fe local 5
Loreto BCS 23880
Phone: 011-52-613-135-1394
Fax: 011-52-613-135-1311

Copyright ©2010 Universal Vacation Club. All Rights Reserved. These materials are copyrighted and protected under international and domestic copyright laws and treaty provisions including the laws of the United States of America. These materials may not be reproduced, distributed, transmitted, displayed, published, or broadcast without the prior written permission of the owner. No one but the owner may alter or remove any trademark, copyright or other notice from copies of all or any portion of these materials.

Visit myuvc.com or 800-852-4755
or club information and secure online transactions.