





### UVCI MEMBER USE HIGHEST IN YEARS

The 1st quarter member usage shows excellent pickup of 92% of the member allotment, which is higher than the historical occupancy figures of the last few years. This means that 92% of the units dedicated to the membership were used for member reservations. Overall occupancy percentages vary from 88% to 100% at the individual properties, with all resorts performing well, and above last year. Comparing occupancy statistics this year vs. last year at the same time we find a positive increase of approximately 3,000 room nights for member usage at the Villa Group properties. This is a great sign of financial and economic health and progress.

So, when will we see YOU back in Mexico?
We currently have a great "Buy One Get One Free"
summer special for downtown Puerto Vallarta and Cabo
San Lucas! Read about it in this newsletter on page 5 or
check out the promotion online at www.myuvci.com.



## FRONT DESK "ONE-TWO PUNCH" EFFICIENCY AND SERVICE

One of the ways we increased efficiency, saved costs, and elevated the level of Member Services at the Villa Group resorts this last year was moving the call center to Las Vegas. This upgraded the service levels on all calls from members. We have seen great feedback from members on their experience with the new call center.

We started the upgrade of our software and computer systems. The first quarter we started the implementation of this upgrade which has allowed the service representatives to better serve members on the phone. By the last quarter we hope to implement the upgrade that will allow members to better use the web site for all of their membership needs such as making reservations, checking their accounts for the availability of the weeks/points that are available in their accounts, paying maintenance fees, making loan payments, etc. We know vacations are for relaxing and with the upgraded software and systems all of your membership needs can be handled with a couple of clicks on your mobile device or with a phone call.

As everybody knows we have been working on streamlining onsite procedures and training the Front Desk staff to handle basic UVCI member benefits, products, services and programs. This enables us to help with any last minute needs while you are on vacation and provide additional customer service and minimize overhead costs by allowing for more operational efficiency. We hope you find the new service level makes your life easier.

Although the staff onsite is always available to help you, we always encourage members to call the toll-free Member Services line or go online to take care of all transactions before your trip. Now the "business" end of things can be taken care of more quickly and efficiently and saves you time so you can truly be relaxing on your vacation.

Hope to see you soon,

Robert Kistmer Villa Group





As the Club Director it is my job to ensure that the needs of our members are being met onsite at the resorts, and to make sure you are having a great time on your vacations. One of the most important tasks I handle is the monthly inspections of the resorts. I visit Mexico each month and visit all resorts between 6 and 9 times each year.

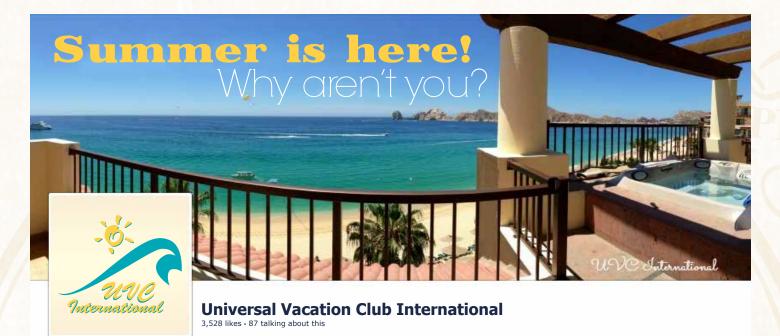
Running a vacation ownership resort is complicated. At a traditional hotel, there is one management company that does everything. But at our resorts, some of units are dedicated to the Club and others still belong to the Developer and are marketed to rental guests. So Club Management and Hotel Management work in tandem to address the operational areas that affect all the guests. Although some of these areas are exclusively managed by the resort, it is still my job to report back with my findings on behalf of the members. Here are just some of the areas that I inspect and rate on an ongoing basis:

- \* Hotel Staff Performance, courtesy & friendliness of concierge, bell desk, front desk, housekeeping, dining, activities, spa.
- \* Spa Cleanliness of facility and treatment rooms, variety of spa menu.
- \* Gym Adequate staffing, availability and variety of classes, clean and functioning equipment, clean towels.
- \* Common areas Housekeeping and tidiness of all public spaces and restrooms, adequacy of furniture and chairs, windows, adequate and updated lighting, adequate and correct signage, landscaping maintenance, adequacy of parking areas, hazard free and clean sidewalks.
- \* Maintenance Elevators, maintenance of pool furniture and pool decks, pool water temperature, promptness of trash removal.
- \* Gift shop Appropriate stock and pricing, adequate staffing, variety and selection of merchandise.
- \* Activities Adequate staffing, cleanliness of uniforms, activities schedule, variety of classes and events.
- \* F&B outlets/Restaurants Variety of menus, adequate staffing, customer service, food quality, length of wait, length to clear, cleanliness of linens and table settings.
- \* Security Knowledge and implementation of correct procedures, appropriate staffing, training (first aid, CPR etc.)

Our goal is to provide a seamless and enjoyable vacation experience for you. There is always room for improvement, and the most critical thing you can do to ensure adequate service levels is to complete your post-stay survey. Together with the Hotel management, we review every comment to identify challenge areas and come up with solutions. Hope to see you soon at the resort!

Sincerely,





#### Travel Agency

Servicing the members of UVC, UVC Resorts, Club Caribe and VPA Club. Share your vacation photos, stories and travel tips





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Join the Fun!



Follow Us!



Did you know?



### HAVE YOU BECOME A FAN OF US ON FACEBOOK YET?

If not, you're missing out! We love to hear from you about the amazing time you had on your most recent trips, and we love to give advice for new things to try! Our Facebook fans often know about what is going on at the resorts before they even arrive, which gives them a great advantage when planning their activities! Our fans share their favorite pictures with each other, and some guests even inspire each other to try new activities.

We welcome you to join this community that is growing stronger and stronger each day! We have a lot of fun here! Visit our Facebook page today and see for yourself!

WWW.FACEBOOK.COM/MYUVCI





### CALABACITAS CASSEROLE WITH POLENTA AND CHEESE

Calabacitas is a traditional Mexican side dish that is made with summer squash, and often with corn, peppers, onions, and other assorted vegetables. Bursting with fresh flavors, it is the perfect showcase for summer produce, particularly the zucchini that is so prevalent at this time of year.



Prep Time: 15 min

Cook Time: 20 min

**Serves:** 6 servings

Level: Easy

Ingredients:

3 tablespoons extra-virgin olive oil 2 cups corn kernels, defrosted

4 cloves garlic, smashed

1 green chile pepper seeded and chopped,

or 2 jalapenos, seeded and chopped 2 small to medium zucchini, diced

1 small to medium yellow squash

1 large yellow skinned onion, chopped

1(14-ounce) can stewed tomatoes

2 teaspoons dark chili powder,

just over 1/2 a palm full

Salt and pepper

1 (16-ounce) tubes prepared polenta

2 cups, 10 ounces, shredded Monterey Jack,

available on the dairy aisle in pouches

3 scallions, chopped

2 tablespoons chopped cilantro leaves

or flat-leaf parsley

### Directions:

Preheat oven to 500 degrees F. Heat a large skillet over medium high heat. Add remaining 2 tablespoons extra-virgin olive oil, corn, garlic and chiles. Saute 3 minutes, add zucchini and yellow squash and onions, season with salt and pepper, chili powder; cook 7 to 8 minutes. Add stewed tomatoes and heat through. Transfer to baking dish. Cut 1 tube of polenta in 1/2-inch slices lengthwise. Top vegetables with polenta and cheese. Place in hot oven to melt cheese and warm polenta, 8 to 10 minutes. Garnish with chopped scallions and cilantro or flat-leaf parsley.



Come September, when someone asks you, "How did you spend your summer vacation?" will you will you answer with a big smile on your relaxed, suntanned face? or will you be kicking yourself under the table for missing an opportunity?

Treat yourself to a dream vacation to Puerto Vallarta or Cabo San Lucas! It couldn't be easier or more affordable! With our buy one get one free vacation special you can extend your trip or invite friends and family to come with you at no additional cost! This is a perfect Father's Day, Graduation, or "Just Because It's So Dang Affordable Right Now" gift! Celebrate a special occasion or better yet, make this trip the special occasion!





Everything you need is in beautiful Mexico. Adventure, Exploration, Shopping, Relaxing, Eating, Golf, Zip Lining, Excursions, Parasailing. All you have to do is pick up the phone.

Call to Book Today! 800.852.4755



Available Dates: June 1 - September 30, 2013. Call now before the remaining available space is taken and get ONE FREE WEEK!

Weeks must be used at same resort and cannot be split into different resorts.

Applies to new reservations only.



## RESORTS UPDATE





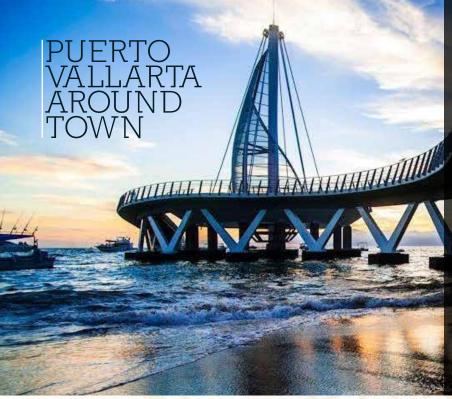
### Villa del Palmar Flamingos

Tatewari is offering some amazing deals on spa services for the summer months. Come and experience a spa like no other, full of tranquility and relaxation. Before your services, you can relax in our Jacuzzi, Sauna or Steam Room.

In July enjoy a special combo of our new Bamboo Massage (80min) and our Mango Body Exfoliation (25min). This will truly help to relax you and give you beautiful glowing skin for the remainder of your vacation.

In August, enjoy a combination of a Thai Poultice Massage with a Collagen Facial Treatment. Thai poultice massage is a technique that involves special poultices made of herbs and spices that are wrapped in muslin or cotton and steam-heated. During massage, the poultices provide moist and nutrient-rich relaxation to the skin and muscles and also work with the body's natural energy to promote harmonization of the body's energy flow.

In September, we will be offering a complete mini relaxation package. Come and get pampered with a 50min Hot Stone Massage, 25min Mini Facial and 35min Spa Pedicure!



### New Pier at Los Muertos Beach

During the first week of January, the new pier at Los Muertos Beach (old downtown) was officially reopened after being out of service for several years. The opening ceremony was done by the Jalisco state Governor, Emilio Gonzalez, accompanied by the Puerto Vallarta Mayor, Mr. Ramon Guerrrero.

The new pier was designed by Mexican architect Jesus Torres Vega. The 2,000 foot structure has a pedestrian friendly zone, a waterfront promenade, scenic lighting and a landing dock that can provide service up to 6 medium size boats, most of them providing recreational activities and/or transportation to some of the private beach areas along the Vallarta bay.

With the reopening of one of the Southside's most iconic landmarks, Puerto Vallarta continues moving towards modernization and works hard to be the best beach location to visit on the Pacific Coast.



# RESORTS UPDATE

## VILLA DEL ARCO

- \* Sushi and Beer 3 for the price of 2. Every Tuesday and Sunday enjoy the freshest sushi and the coldest beer in the comfort of your suite. Traditional makis, nigiris and sushi rolls will delight your palate!
- \* Happy Hour at Pepito's American Grill. Every night enjoy American dishes! Crispy salad bar, traditional grilled steaks, tasty specials and a nice selection of wines, beers and cocktails await you next to the main pool. Happy Hour from 6:00 pm to 8:00pm
- ★ Tequila and Wine Night. El Patron's Head Sommelier Ricardo Uribe has chosen very interesting wines from the most recognized Mexican wine regions to enhance your dinner experience. In addition, our tequila selection is bigger and better than ever. Ricardo invites you to sample our many tequilas while you enjoy traditional Mexican delicacies. Get 25% off regular prices every Monday and Friday.
- \* Sunset Dinner at the Beach. A unique evening awaits you! Breathtaking views of Los Cabos Bay and the sounds of Sea of Cortez will be enhanced by a three-course signature menu. A perfect spot to celebrate any special occasion.



## CABO SAN LUCAS AROUND TOWN



### PEACOCK'S RESTAURANT

Where contemporary Mexican cuisine blends seamlessly with Mediterranean culinary influences.

Whether you choose to dine in an open air courtyard or in the main interior dining room under warm, low light, you'll find that each table has its own unique personality and panache. A table tucked into a private corner in the courtyard is perfect for an intimate dinner with the one you love. A table set near a cozy fireplace in the main salon is just right for a group outing. This restaurant is known for its flavorful dishes and exemplary service; from appetizers to entrees to decadent desserts, you'll discover a world filled with delicious flavors. With over two decade's worth of accolades from local residents and visiting tourists alike, Peacock's recently went thru a renovation and is ready to welcome tourists visiting Los Cabos. Peacock's is located near famous Medano Beach.



## THE ISLANDS OF LORETO



### **BEACH PARTY**

Every Wednesday at 6:00 p.m we launch our Beach Party, which includes games, a selection of salads, BBQ ribs, hamburgers, clams and more. We set a dance floor accompanied with music of the 70's and 80's and have our activities team as part of the entertainment.

### SPA EXPO

Sabila Spa is happy to invite you to our Spa Expo located pool side. A personal invitation will be sent to each room the day before the event. Enjoy a free skin facial analysis, seated massage demonstrations and more! A perfect opportunity to speak with our certified staff about your spa needs.



## THE ISLANDS OF LORETO AROUND TOWN



### FESTIVITIES OF OUR LADY OF LORETO

Visit the colonial monuments including the Church of Our Lady of Loreto and the Mission Museum. There will be trips to the Islands of Coronado, Carmen and Danzantes, excursions to the Mission of San Francisco Javier and other interesting sites. Festivities take place September 5th-8th!

# RESORT UPDATE

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### 4TH OF JULY

This is a special day for our US members and we want to share it with you! We will be hosting a big celebration with our activities team!

SEPT 15

### MEXICAN INDEPENDENCE DAY

A Mexican Fiesta with lots of color and flavor. We will have a wonderful celebration at our restaurants with Mexican food, drinks, music and dance!



### DIA DE LOS MUERTOS

Join us for an authentic celebration of the Day of the Dead, where we honor our loved ones that have passed and pay our respects to their memory.





### GLASS BOTTOM BOAT TOUR

Come aboard our luxurious ultra modern boat for a day that you will not forget. This glass bottom boat is like nothing you have seen, and with the crystal blue waters in Cancun, it will be well worth the trip. The tour is about 2 hours in length and you will be taken to Isla Mujeres where you will be able to experience the MUSA (an underwater collection of life size sculptures). This trip also includes 25 mins of snorkeling that you won't soon forget! Hop on board and join the fun!



The UVC International contact center servicing operation has now been completely transitioned from Mexico City to Las Vegas, Nevada. The first stage of the transition took place in November of 2012. We transferred all UVC International members' reservations servicing calls to Las Vegas in late November. The second stage of the transition was completed on April 22nd, 2013. We successfully re-routed all of the UVC International financial services calls to Las Vegas. The main purpose behind making this transition was to create on even better experience for you! Our goal is to provide you our members with an experience unmatched in the industry. By making this transition back to the United States, it has once again allowed us to have direct oversight of our contact center agents and it has allowed us to develop our new member servicing agents within the vision of the Universal Vacation Club. Now that all of the contact center services are being handled in Las Vegas, we have taken the next step toward providing better and more efficient service for our UVC International members:

\*Each and every agent has been trained to provide "one stop" servicing.

\*All of the services you need help and assistance with can be handled by one professional!

\*You will no longer be transferred back and forth between the reservations department and the financial services department. We are now one united team dedicated to provide members of the UVC International with the best contact center experience that we possibly can!

Of course, we want to continue to improve so we certainly appreciate it any time you take the time to tell us about your most recent experience. Your comments help us to know what is working and just as importantly, what we need to continue to improve upon in our training.









Eagles Wings Foundation (EWF) is a California non-profit organization whose mission is to provide financial assistance to charitable groups in the cities and neighboring areas of Villa Group Resorts. Since its inception, EWF has granted more than \$2,000,000.

### MEDICAL CARE

EWF helps support many medical facilities and programs including free clinics, pharmacy services, prenatal care, nursing materials, medical and dental support for underprivileged children, rehabilitation services, medications for children with cancer, and much more. These facilities jointly serve more than 3,000 patients each year.

### ORPHANAGES/SHELTERS

EWF supports facilities that care for those suffering the most—children without families, the homeless, and victims of domestic violence. Donations provide for basic food supplies, furnishings, children's musical instruments, betterment programs and more.

### PROGRAMS FOR THE MENTALLY AND PHYSICALLY CHALLENGED

EWF provides assistance to rehabilitation centers for both adults and children. The children's programs serve the needs of hundreds of severely mentally and physically challenged children on a daily basis. Medical care, dental care, physical therapy, speech therapy, and wheelchairs are just some of the many programs we support.

### EDUCATION & SCHOLARSHIPS

In Mexico, children who finish elementary and junior high school no longer receive state support, which affects the drop-out rate and supply of basics like paper, books and erasers. To allow more children to continue their education, EWF purchased two buses to provide transportation to students in rural areas. EWF grants individual scholarships each year based on need and achievement, and contributes to the public library system that serves as the primary educational resource for most students.

### ELDERLY ASSISTANCE

Our donations are used to provide basic necessities such as food, medical attention, clothing, etc. We also provide much-needed funds for construction and refurbishment projects of the facilities.

### DONATE TODAY!

Our website is currently being updated but be sure to check back often for the latest news on our partners, the organizations we support and the events we have planned. www.eagles-wings-foundation.org. Any amount is gratefully accepted!





### CULTURE CORNER

(Day of the Dead) Nov. 1st & 2nd.

Día De Los Muertos customs vary widely according to the ethnic roots of each region. It is a grand celebration of the friends and loved ones who have passed on. Common to all 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).

Family members decorate altars 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.

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



### RESALE SCAMS

We are concerned about the growing number of scams being perpetrated against timeshare owners in connection with timeshare resales. Most scams involve a promise of a quick sale of the seller's timeshare interest in exchange for an upfront fee. However, after the fee is collected, little or nothing is done to sell the timeshare interest. The following are three of the most common fraudulent practices:

- Unlicensed and illegitimate timeshare resellers pose as legitimate and licensed real estate brokers, providing a false sense of security, and demand the payment of monies in connection with the purported resales. However, no services of any kind are actually provided.
- Scammers tell timeshare owners that the "agent" has found a "ready and willing" buyer for their timeshares. The scammer asks for listing or "paperwork fee" to effect the transaction, once the fee is collected, the seller never hears from the company again.
- Fraudsters pose as timeshare buyers and use advertising slogans as "Will Buy Your Timeshare for Cash", "Timeshares Wanted", or something similar, to lure timeshare owners. The scammers then ask the owners for "a small amount" of money up front to process the paperwork for the transfer. Once those monies are paid, the owners never hear from the scammers again.

The following practical advice can help consumers from falling victim to a timeshare scam:

- \* The request for an upfront or advance fee is a red flag.
- \* Check to see if the company or broker is properly licensed.
- \* Request a copy of the reseller agent's written contract that you will be required to sign and a written disclosure of all fees and costs, and never pay for services or assistance in advance.
- \* Check out the company or persons with the Better Business Bureau.
- \* Check them out through a Google, Facebook, or related search on the Internet. Often consumers who have been scammed will post their experiences and warnings long before any criminal, civil or administrative action has been brought against the scammers.

### 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 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 synthial@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 Addresses & PHONE NUMBERS

UVC 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: 1-866-668-9088
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 www.travelescapesclub.com

RESORTCOM INTERNATIONAL

Website: www.resortcom.com

OWNER RENTAL PROGRAM
Website: www.myuvci.com/rentalprogram

NUEHEALTH Toll Free: 1-866-978-2573 600 Townsend Ste. 120e San Francisco, CA 94103 www.nuehealth.com

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