



Villa Group Update

State of the Industry – There are some important forces at work and things happening in the industry today that affect all of us in the Mexico tourism industry.



Mexico Travel Safety – We have made sure safety and travel updates are being communicated regularly to the members and we will continue to post all updates on Facebook. An update received from the Consulate last month indicates there is still a travel warning for sections of Nayarit. However, it specifically mentions that Puerto Vallarta is NOT included in this warning area. Vallarta and other tourist destinations are not the target of the vast majority of the incidents, but this fact is lost when sweeping statements are made that reference the country as a whole instead of specific areas. This is like warning against visiting Miami because of the violence in New Orleans. The facts demonstrate that Mexico is safer than many other countries where the State Department has NOT issued a Travel Warning. I have said before that the number one thing we can do is influence

responsible reporting and positive press. We need to counter the negative reports with our own positive ones. We need to get online with Trip Advisor, Facebook and other social media and provide testimonials to counter the negative press out there. Also, write letters to your Congressmen, Senators, and other public officials. Educate yourself and them about this issue. If we can all get our public officials to realize that this issue affects jobs, votes, and the economics within their constituencies, things will start to change.

Tourism Growth and Media Coverage – The good news is that despite bad press and skewed reporting, tourism in Mexico continues to grow. International tourism to Mexico has increased 2.1% in the first five months of 2011 compared to 2010, and remains the top destination for Americans traveling abroad. Statistics show that fewer Americans are traveling abroad, but a bigger percentage of those who do are going to Mexico. Surveys show that 98% of those who do visit Mexico say they will come back, and 99% recommend it to others. Another reliable indication of tourism in Mexico is its appeal as a convention destination. Many leading events have been awarded to Mexico over the last few months and this is a very positive indication of a trend we hope to see continue. Further, Mexico has received significant media attention and has seen major cruise and airline companies adding more travel routes to Mexico.

We are pleased with the progress we have made this year in servicing, and the improvements we have been able to make to the overall vacation experience for all members. We are confident that these and many more of our positive attributes provide a solid foundation for all Villa Group owners, and will allow us to succeed today and into the future. Thank you for your part in continuing to make the Villa Group family of resorts a leader in the vacation industry.

Robert Kistner
Villa Group



What's Inside

Club Director Update

Dear Members,

I want to hear from you! The best way to address the needs and concerns of our members is to receive feedback directly from you. Here are some recent questions I received and thought would be beneficial to share with all of you.

On-Call Program Clarification – We have heard your concerns and your need for clarification on this program. We will be including On Call information in all our communication on an ongoing basis. Please see page 3 for more information.

Free wireless internet – Members have requested that internet service be provided at no charge. Many factors play into this issue. One is that while some members have suggested they would like us to add an additional fee on to the maintenance fees, there are many members that do not want this service, nor do they want their fees increased so that other members can have this service for free. Another point is that the resort has a contract for internet service with a third party provider that also provides their telephone service and movie-on-demand channels, and this contract does not expire for another few years. The Club has nothing to do with supplying the internet service – the contract is with the resort. We were, however, able to negotiate with the on-site management to have our VPA and Gold members receive the internet for free in the hospitality suites. I understand this is not the most convenient for some guests, but we feel that for the time being, they can make a choice to purchase this in their room or use it for free in the designated area. Additionally, if you keep an eye out in your email inbox, we often send email promotions to members with upcoming reservations offering great deals on internet service, such as 50% discounts.

How is the “gratuity” on our bill distributed and to whom? When staying at the resort you are welcome to add gratuities to your dining bills and tip staff personally if you feel that their service meets or exceeds your expectations. However, to recognize the efforts of the service staff you may not normally come in contact with or tip personally – such as Laundry Staff, Garden Crew, Maintenance Team, etc. – an optional daily service charge of \$3.50 USD will be listed on your bill at the end of your stay. This optional service charge is a “tip program” which was devised as a motivational way to



retain qualified employees and reward them for their efforts. Please keep in mind that you are under no obligation to participate if the service did not meet or exceed your expectations. Simply notify the Front Desk upon check out and it will be removed from your folio.

With the increase in flat panel TVs, is there any plan to improve the quality of the cable service itself? Each year as part of the reserve plan, UVC replaces televisions and other electronics and amenities that need replacing. We are moving towards outfitting each room with a flat screen TV. However, many of the current televisions are in great working condition and it does not make fiscal sense to replace items that still have reasonable “use life” left. So in the interest of keeping costs as low as possible, we are staggering the purchase of the new flat screens. Ultimately all rooms will have the most modern television sets available, but it is a process. As far as the cable service, this is provided by a third party, and these providers are the ones who decide what specific channels are offered. We are researching different options that would include being able to offer a



wider variety of channels. We will keep the membership informed as to any changes in this area.

Please describe the relationship between UVC, the Villa Group, and ResortCom International. The Villa Group is the developer that builds and owns the resorts. As weeks or points are sold, this inventory is allocated to the Universal Vacation Club, which is the owners’ association for the timeshare (or vacation) owners. The remaining inventory is serviced as “hotel inventory” until it is sold, and the hotel management works closely with Club management to provide and oversee all the functions of the resort. Hotel management is primarily responsible for all onsite management of the facilities, the staff, and food and beverage, maintenance, common areas, activities, housekeeping, etc. The Club is also responsible for these onsite areas to the extent that our members are affected by them, and as the Club Director I oversee these functions on behalf of the Club’s portion of the overall inventory. However, the Club is also responsible for “off site” functions such as reservations, maintenance fees, loan payments, Club communication, travel services, and rental program. The servicing of these “back office” functions are contracted to ResortCom, a resort management servicing company, which is the servicing agent for UVC.



I hope everyone enjoyed a happy and healthy holiday season and I am sure 2012 will be a successful year for all of us, filled with new programs, increased services, and lots of happy vacations!

Rhonda Mayer
UVCI Director of Club Services



Culture Corner



In Mexico, the Christmas season wraps up with Dia de Los Reyes Magos (Three Kings Day), which is marked by spectacular parades, sweets and presents. This holiday, celebrated on January 6th, commemorates the day when the Three Wise Men followed the star to Bethlehem where they found baby Jesus in the manger. Los Reyes Magos arrived bearing symbolic gifts of gold, frankincense and myrrh.

When January 6 approaches, anticipation grows among children as they write letters to their favorite Wise Man or Rey Mago (Balthasar, Melchior or Gaspar) asking for presents. As this traditional holiday is also celebrated in many countries like Spain, Portugal, Belgium and the Netherlands, many different customs exist. For example, one custom is for children to place their shoes under their beds before going to sleep. It's in



these shoes that the Wise Men will leave them the presents. In many houses children leave a bucket of water and hay for the camels, and milk and cookies for the Three Wise Men to eat. Finally, when Dia de Los Reyes arrives, the children wake up with sparkles in their eyes and excitement on their faces to see what the Reyes Magos have left for them.

The celebration continues that day with the special meal of the day called "merienda." During this meal, the family enjoys tamales and hot chocolate, then breaks bread together with the traditional Rosca de Reyes, a ring-shaped bread decorated with fruits symbolizing the precious gems that adorned the

royal trio's lavish clothing. A small baby Jesus figurine is baked into the bread and traditionally the person that finds it is the lucky person designated to prepare tamales on February 2nd, when the family will gather once again to celebrate Dia de La Candelaria (Candlemas), the presentation of Jesus at the Temple.



On Call International



What are the differences between the On Call plan I have automatically as a Gold or VPA member, the Gold or VPA Upgrade plan and the Premier Plan?

GOLD/VPA MEMBERS

Gold and VPA members are automatically enrolled for free each calendar year into a basic On Call Plan that plan automatically covers Gold and VPA members with the following benefits whenever they are traveling **more than 100 miles from home** during the calendar year:

- Medical Evacuation
- Medically Necessary Repatriation
- Repatriation of Deceased Remains
- Return of Minor Children
- Visit by Family Member/Friend

In addition, Gold or VPA members may elect to upgrade to The Gold/VPA upgrade plan.

What does that mean?

That means for an annual \$15.00 fee, Gold and VPA members will not only continue to automatically receive all the above listed benefits whenever traveling more than 100 miles from home, will automatically also receive the following additional On Call Plan benefits **when traveling to/from or while at their resort:**

- Accident & Sickness Medical Expense Coverage
- Accidental Death and Dismemberment (while in the air only)
- Trip Delay
- Bag Delay
- Baggage Loss
- Roadside Assistance
- The above benefits are not available to Gold ONLY members.

PREMIER, non-Gold or non-VPA MEMBERS

When Premier Members and other non-Gold or non-VPA UVC Members elect to purchase the annual Premier On Call Plan offered to them for an annual purchase price of \$44.99, the Premier On Call Plan includes the following benefits whenever they are traveling anywhere **more than 100 miles from home:**

- Medical Evacuation
- Medically Necessary Repatriation
- Repatriation of Deceased Remains
- Return of Minor Children
- Visit by Family Member/Friend

Also included in The Premier plan (for that annual purchase price of \$44.99) are the following benefits for members **when traveling to/from or while at their resort:**

- Accident & Sickness Medical Expense Coverage
- Accidental Death and Dismemberment (while in the air only)
- Trip Delay
- Bag Delay
- Baggage Loss
- Roadside Assistance

For questions regarding On Call or to purchase the Premier or Gold/VPA Upgrade plan please contact your customer experience department at 800-852-4755 or you can e-mail us at memberservices@resortcom.com.



Puerta Vallarta Resorts Update



Villa del Palmar Puerto Vallarta

Bay Breeze Spa Specials – Now that you're done with holiday shopping, decorating, cooking and cocktail merriment, it's time to detox that body and give it the rejuvenating pampering it deserves! With these spa specials, starting out the new year fresh and clear-minded will be a breeze!

- **Couples' Special** – Two Holistic Massages, 50 mins., \$91 USD (save \$39). Or Two Therapeutic Massages, 80 mins., \$145 USD (save \$73).
- **Delightful Experience** – Holistic Massage + European Facial, 50 mins., \$105 USD (save \$45). Or Hot Stones Massage, 80 mins. & Renewal Facial, 50 mins., \$143 USD (save \$62).
- **Relax Express** – Tropical Body Scrub + Back & Neck Massage + 20 mins. Whirlpool Bath, \$69 USD.
- **Silky Skin** – Deluxe Pedicure, 50 mins. + Classic Manicure, \$55 USD (save \$28). Classic Manicure & Pedicure, \$47 USD (save \$28).

These promotions can't be combined with any other promotions, Villa Dollars, Gold Card, VIP Card, Coupons or Certificates. Prices include



16% Tax & 10% Service Charge. Staff is certified to provide you with high quality services and an unforgettable experience. Don't risk your health by using unqualified services.

Friendly Check-In – In an effort to continue providing our guests with the utmost in efficient services, our front desk clerks have received their customer service certification from the government of

Nayarit. This program certifies that employees who have completed the 3-month training have the proper knowledge, skills and attitude to provide satisfactory hotel front desk services. All front desk employees from reception to supervisors have undergone personal evaluation in order to be awarded this certification.

New Décor – Building 3 will continue its revamping of décor in resort rooms, to bring you warm and contemporary colors that will have you wanting to stay in your room all day!

La Cucina – International Cuisine with an Italian flair, open every day from 12:00 to 7:00 pm.

All inclusive Meal plan – includes breakfast, lunch and dinner, Special Price: \$75 USD/person per day.

Villa del Palmar Flamingos

New Year's Day – January 1st – Celebratory brunch at Bella Vista Restaurant

Super Bowl – February 5th – Live transmission of football game and festivities in the Convention Center with yummy food and thirst-quenching beverages.

Valentine's Day – February 14th – Romantic Dinner at the Beach, show your sweetie you really care.

Carnivale Party at the Beach – February 18th – Tropical Buffet, Icy Drinks & Show.

Saint Patrick's Day Celebration – March 17th – at Bellavista Restaurant

Mexican Wine Week – March – with Wine Makers' Dinners at La Casona.



Flamingos Buffet – With these delicious options you can have a different culinary experience every single night of your stay! Wow your friends with a new recipe by taking the Paella Class offered on Fridays!

Mondays – Asian

Tuesdays – Seafood

Wednesdays – Caribbean

Thursdays – Mexican "Fajitas"

Fridays – Charcoal Grill "Parillada"

Fridays – Paella Class in the Pool Area with Lunch & Wine included

Saturdays – Lobster Night

Sundays – Mexican Traditional & Contemporary

80 Minutes Massage

Valued at \$ 150 USD

Price \$105 USD



To Choose from

- Hot Stones Massage
- Therapeutic Massage
- Deep Tissue Massage

• Tatewari Ritual Included:

Steam Room, Sauna, Hot Tub, Cold Plunge & Swiss Shower

*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

ventasspaflam@villagroup.com

Follow us: TatewariSpa

Villa del Palmar and Villa del Arco

The following are special events planned at Villa del Palmar and Villa del Arco for the first Quarter of the year:

Dia de Los Reyes Magos (Three Kings Day) – January 6th – Bella California will celebrate this special holiday that wraps up the holiday season by serving a “rosca” or traditional ring-shaped sweet bread in the morning. Read about this tradition in Culture Corner on page 3.

Super Bowl – February 5th – Join us for an exciting time cheering on your favorite team with a delicious buffet and icy cold beers at Tortugas restaurant. There will also be games and a Super Bowl pool.



Valentine's Day – February 14th – Special menu at Bella California. Romantic dinner promotion at the beach. Activities for couples during the day in the pool area.

St. Patrick's Day – March 17th – We'll celebrate this day in a slightly unconventional way with a Latin show including a buffet, but keeping in tradition with green drinks!

Buccaneer Pirate Dinner Show – Join us aboard the biggest Pirate Ship in Baja as you set sail (well, not really – the boat doesn't leave the resort, but you'll feel as if you've had!) to experience daring pirate escapades and the excitement of the high seas as only Villa del Arco can serve up.



If live music, food stations and an open bar are not enough to float your boat, the Buccaneer performers also throw in a treasure hunt and fire show to really heat things up. Shows every Friday from 6-10pm. This popular dinner show fills up fast, so once on site, please call ahead of time to make reservations with your host on ext. 606 or 525.

First Day of Spring – March 21st – Kicking off the lively Spring season will be a joy as we set up a hamburger station in the upper pool area. Special activities will be planned for this occasion. See your concierge when you arrive for details.

Earth day – March 31st – Everyday is Earth Day! Celebrate with a Latin show on the beach and a gorgeous candle-lit buffet with delicious dishes.

Buccaneer Dinner

Live Food Stations ☺ Open Bar ☺ Live Music ☺ Treasure Hunt ☺ Fire Show

at Villa Del Arco

\$50USD++

Friday from 6:00 pm to 10:00 pm

Reserve with your Host Ext. 606 or 525

Bucanero
POOL BAR & RESTAURANT



Member Benefits

Benefit	Description	Deadlines/Terms	Fee	Contact
Regular Time	<ul style="list-style-type: none"> Regular Time reservations are confirmed on a first come, first serve basis. Fixed Week Membership: Fixed weeks are booked automatically. In order to avoid any fees, you must call the Club at least 60 days before your fixed week starts if you are not going to use it. 	<p><u>Summer Reservation Deadlines</u> Villa del Mar Jul 15 Villa del Palmar PV Aug 1 Villa del Palmar Cabo Aug 15</p> <p><u>Winter & Holiday Deadlines</u> Villa del Mar Sep 15 Villa del Palmar PV Oct 1 Villa del Palmar Cabo Oct 15</p>	<p>There is no charge for making a regular time reservation within the season and unit type you own.</p>	<p>MEMBER SERVICES: 1-800-852-4755</p> <p>www.myuvc.com</p>
Gold Members	<ul style="list-style-type: none"> Gold Member Exclusive Toll Free 800 Number Gold Member Check-In Desk/Multi-Day Check-In Gold Card Benefits and Discounts Member Medical Travel Insurance (On Call International) Automatic Membership to Travel Escapes! Club Save and Borrow Up to 5 years Gold Week Use for Pro-Rated Maintenance Fee Preferred Reservation Status - 24 Month Booking Window Priority Room Assignments & Suite Exchanges First option Suite Getaways Free Unit & Building Upgrades at Check-In (Upon Availability) One Cancellation Fee Waived Per Year Split Weeks Use 3/4 	<p>Gold Members Only - Deadlines for Reservations and Vacation Banking</p> <p><u>Summer Deadline</u> September 1</p> <p><u>Winter & Holiday Deadline</u> November 1</p>	<p>Gold membership offers many benefits that are not fee-based.</p>	<p>GOLD MEMBERS: 1-866-465-3882</p> <p>www.myuvc.com</p>
Villa Preferred Access	<ul style="list-style-type: none"> VPA Member Exclusive Toll Free 800 Number VPA Member Check-In Desk/Multi-Day Check-In VPA Card Benefits and Discounts Member Medical Travel Insurance (On Call International) Automatic Membership to Travel Escapes! Club Save and Borrow Up to 5 years Preferred Time Use for Pro-Rated Maintenance Fee Preferred Reservation Status - 24 Month Booking Window Priority Room Assignments & Suite Exchanges First option Suite Getaways Free Unit & Building Upgrades at Check-In (Upon Availability) One Cancellation Fee Waived Per Year Split Weeks Use 3/4 and 5/2 Added Flexibility in Booking Season and Unit Type Daily Use Available Upon Availability 	<p>VPA Members Only - Deadline for Reservations and Vacation Banking</p> <p><u>VPA Deadline</u> November 1</p>	<p>VPA membership offers many benefits that are not fee-based.</p>	<p>VPA MEMBERS: 1-866-464-9280</p> <p>www.myuvc.com</p>
Elite/Residence Club	<ul style="list-style-type: none"> All VPA benefits listed above, PLUS: Additional booking windows Wait listed reservations 	<p>Elite Members Only - Deadline for Reservations and Vacation Banking</p>	<p>Elite membership offers many benefits that are not fee-based.</p>	<p>ELITE/RESIDENCE CLUB: 1-866-464-9284</p>

	www.myuvvc.com		Maintenance Fee Rate	
		<p>Deadline November 1</p>		
<p>Gold Week/ Preferred Points</p>	<ul style="list-style-type: none"> • Auto upgrades prior to check-in • VIP resort amenities and check-in 	<ul style="list-style-type: none"> * Equal to the number of weeks owned. * Use between May and October each year until expiration of contract. * Can be exchanged with Interval International 	<p>Maintenance Fee Rate</p>	<p>Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Modifying Your Reservation</p>	<ul style="list-style-type: none"> • Additional Week of Gold Time or Preferred Points available for the cost of the Maintenance Fee 	<ul style="list-style-type: none"> * Members with a reservation, but needing to reschedule or modify existing reservation * Fixed Weeks are considered already having a reservation 	<p>\$70 fee \$130 fee</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Unit/Season Upgrades & Split Weeks</p>	<ul style="list-style-type: none"> • Upgrade your unit to a larger unit type • Upgrade to travel in a higher Season • Split One BDR Units into 2 Studios - Split Week Stays, 4/3 • Split VPA time - 4/3 or 5/2 (can be used at any resort) 	<p>Some restrictions may apply</p>	<p>Difference of value between unit you own and the upgraded unit value (or points) All subject to availability</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Vacation Bank</p>	<ul style="list-style-type: none"> • Save any weeks you are unable to use in the current year to the next year, for up to three years. VPA & Gold members can save up to 5 years. * ALL members must call by the deadline to Vacation Bank. * Weeks are NOT automatically banked. If week is already expired, reinstatement fee applies. 	<p>Some restrictions may apply</p>	<p>Difference of value between unit you own and the upgraded unit value (or points) All subject to availability</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Vacation Borrowing</p>	<ul style="list-style-type: none"> • Borrow up to three years of your vacation weeks to use during the current year. VPA & Gold Members may borrow up to 5 years. 	<p>Available to paid-in-full members only * No Vacation Borrow fee for VPA & Gold Members</p>	<p>\$70 per week/per year \$130 per week After Reservation Deadline * No Vacation Bank fee for VPA & Gold Members, \$70 After Deadline</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Exchange</p>	<ul style="list-style-type: none"> • Exchange your week to over 3,000 worldwide resorts through Interval International (II) or Resort Condominiums International (RCI). 	<p>Terms and Conditions available from exchange company directly. Cannot exchange back into UVC resort.</p>	<p>Fees vary with II and RCI</p>	<p>Interval International: www.intervalworld.com (800) 634-3415 RCI: www.rci.com (800) 338-7777</p>
<p>Additional Nights</p>	<ul style="list-style-type: none"> • Book one or more nights in addition to the week that you own. Allows for extended trips! 	<p>Subject to availability</p>	<p>Members receive 30% - 40% off the rack rate</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>
<p>Guest Certificates</p>	<ul style="list-style-type: none"> • Share the fun of resort vacationing with a friend, family member or business associate when you send a guest to use your week (pre-arrange for guest use). 	<p>Guest must be at least 25 years of age. There will be a \$500 deposit for guests under 25.</p>	<p>\$35</p>	<p>Member Services: 1-800-852-4755 Gold Members: 1-866-465-3882 VPA Members: 1-866-464-9280</p>



Islands of Loreto Around Town



Island Sail & Snorkel – See the Islands in style! Meet us at our office in Hotel Santa Fe for a quick scenic drive down the coast to Loreto's marina at Puerto Escondido. After a quick orientation about the boat, we sail directly from Puerto Escondido into the Sea of Cortez watching for whales, dolphins and fish on the way to beautiful Danzante Island. Learn sailing basics and facts about the local wildlife before reaching the island beach. Great spot to snorkel, relax in the



sun or explore the beach. Some of Baja's best beaches are found here in Loreto. For lunch, enjoy fresh Ceviche, chips, salsa, and sandwiches. Enjoy a drink from our open bar before getting ready for the sail home. Great for families, adults or those looking to just relax. Enjoy Reggae, Latin and light music, and fun and games with the crew until we reach reality back at the dock! The ride back to Loreto offers beautiful scenic views.



Islands of Loreto Resort Update



Sabila Spa – Celebrate life by allowing yourself to experience a state of relaxing bliss. Here at Sabila Spa we take pride in being the most luxurious and pristine spa at the Islands of Loreto. Allow our dedicated team of specialists to pamper you from the moment you arrive. Begin your visit with his and hers hydrotherapy; you can enjoy several Jacuzzis with various water temperatures, the traditional sauna with a



dash of essence or the classic steam room with added eucalyptus. Benefit from our full body treatments or sink into a personal enzyme tub for added relaxation. Our vision is to optimize our clients' well being and enhance their quality of life through aroma, sound and hydrotherapy, and with our extensive spa menu, we're sure we have something for every taste.

Now – An Easier Way to Discover the Undiscovered Baja

The Villa Group & Aereo Calafia have joined together to offer a DIRECT FLIGHT from San Jose del Cabo to the Islands of Loreto, Baja Mexico in order to make it easier for people to get to VDP Loreto.

There is greater flight availability to Cabo than Loreto from most major airports. Therefore, the customer can look for direct flights to Loreto, OR utilize this new flight program that gives them the second option of flying into Cabo and then "puddle jumping" over to the Islands of Loreto on a short flight. Flights are direct from Cabo to Loreto and take a little over an hour. Flights are from San Jose Del Cabo Airport/ Los Cabos International Airport (SJD) to the Loreto International Airport (LTO). Flights are available one-way or round trip. The one-way fare is half of the round trip. Flights are available Thursday through Sunday. There are also connecting flights from Tijuana available on Tuesday, Friday and Sunday.

There are three airfare packages: 1) airfare and all inclusive, 2) airfare and activities, and 3) just airfare. Depending on what package you choose, different combinations of goods and services are available in addition to your flights, such as unlimited Food and Beverages, 24-hour Room Service, Unlimited Cocktails and Specialty Beverages, Theme



Dinners, Taxes and Gratuities, Golf, All Resort Activities and Entertainment, Non-Motorized Water Sports, 15% Discount for Tours and Excursions, Hand Purifying Ritual at Check In, Turn-down Service (daily), Shopping: 15% Discount for Groceries and Souvenirs at Palmita Market, Wireless Internet Access in common areas, and more.

Call 866.668.9088 for a Villa del Palmar Islands of Loreto agent who will assist you with your booking. The agent will

put you on hold and check availability directly with Aereo Calafia. If your desired dates are available, the agent will make your reservations directly and will take one payment for your airfare package. You will not need to pay Aereo Calafia directly. Your member service agent will provide you with a confirmation for your airline ticket.

For details about baggage policies and baggage claim, airport terminals, VIP waiting area, flights delays and other program specifics, please contact your Member Service agent at 866.668.9088. For more information visit: www.villadelpalmarloreto.com/flights/aereo-calafia.

Yes, the rumor is true – We are offering 2x1 flights! We will give you a second flight completely FREE with the purchase of one through March 31, 2012. Call Today 866.668.9088



Cancun Resort Update



Construction Update – Construction is wrapping up and the good news is that most of the noisy part of construction is almost done and, overall, the remaining projects to be done are finishing details such as painting and placement of furniture into all the rooms. When you check into the resort, the front desk will provide you an updated sheet with specific details and locations of current construction.



Chef Massimo Romito – is the newest addition to the Villa del Palmar Cancun “dream vacation team.” Chef Massimo Romito will be working in the Davino Restaurant and he’s already hard at work putting together a delicious offering of menu items to serve up for your next vacation. Welcome, Chef!

Chaac Village Spa is NOW OPEN! So, drop by and get your new year off to a fresh start with a pampering treatment of your choice. The spa features 8 cabins where guests can receive individual or couples’ therapeutic treatments, a Hydrotherapy area, separate restroom areas for men and women – each with 2 Swiss showers and 16 lockers. The steam room and outdoor hot tub areas feature chaise lounges for relaxing in and an invigorating cold water lagoon. Service is available from 9 am to 6 pm daily. Other services offered: Swedish Massage, Sports Massage, Deep Tissue Massage, Combined Massage, Reflexology, Manicure/Pedicure, Nail Polish Change.

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Cancun Around Town



Zama Beach Club – On a much welcomed and rarely occurring free afternoon, Rhonda Mayer (your Club Director) and I were scooting around Cancun’s Isla Mujeres in a golf cart as the



tourists do, when we stumbled upon a remarkable little beach hideaway almost by accident. Thank goodness we didn’t drive right by it because it was one of the most relaxing afternoons I have had in recent memory. Zama is a private beach club that charges no admission and you can use all their facilities, provided you have something to eat or drink.

The food and drinks were delicious! This was my introduction to a “Michelada” – an ice cold beer in a glass with tomato juice, tons of lime juice, ice and salt. I have never tasted something so refreshing! The staff was friendly, the facilities immaculately clean, the landscaping and amenities very upscale. There are two pools (a gorgeous Infinity pool) with plenty of seating, and chaise lounges on the beach as well. A long dock offers a quiet place to sit and ponder, or maybe drink a Michelada. I did both. I couldn’t believe they didn’t charge for this place! (Hope I didn’t jinx that!)

If you get a chance to check it out the next time you are in Cancun, please do! It was fun to zip around on the golf cart and the island is small enough that you can do it in one day, or even a portion of the day. You won’t

be sorry you took the time to seek out this little treasure! www.zamabeach.com

Cynthia Lasher
UVCI Manager of Client Services

Xcaret Eco Park – In 1984, architect Miguel Quintana Pali purchased 12 acres in the Mayan Riviera where he was going to build his house. However, when he started to clean the land he discovered natural sinkholes known as cenotes and beautiful underground rivers. So, he decided

to create a park where everyone could enjoy these natural wonders and Mexico’s cultural heritage instead. Thus, Xcaret Eco Park was opened in 1990. Xcaret is a 90-minute drive from Cancun and is well worth the detour. What exactly is an eco park? Basically, this means that there is a serious dedication to preserving the area’s natural state by not disturbing the wildlife and not introducing chemicals into their habitat.

There is a lot to see and do at Xcaret and everything is family-friendly, including swimming with the dolphins (extra fee), checking

out ruins, lounging on the beach, visiting the aquarium (complete with sharks!), or swimming in the underground river (most popular activity).

There are also many shows and performances to enjoy while at Xcaret, including an equestrian show, pre-hispanic dance and “Xcaret Mexico Espectacular,” to name a few.





Puerto Vallarta Around Town



Puerto Vallarta Zoo – Feel the magic of the jungle and see local animals plus many exotic animals from throughout the world at El Zoologico de Vallarta. Here, you and your family will get up close and personal with tigers, lions, monkeys and more. It's an amazing experience to be almost face to face with a lion or a jaguar. Children will also have the rare and memorable opportunity to interact with cubs!

Located in Mismaloya, Zoologico de Vallarta is surrounded by lush jungle vegetation in one of Puerto Vallarta's most exotic zones. This naturally tropical environment provides the perfect setting for the zoo's more than 400 mammal, bird and reptile inhabitants. A walk through the zoo is one of the most touching experiences that one can experience as a family, especially in an environment where interacting with the animals is encouraged.

The Zoologico de Vallarta understands very well that the animals need a natural habitat in order to sustain good health for these

animals. For this reason, the living spaces of animals are designed with the goal of keeping their captive environment as natural as possible in order to maintain their quality of life.

Hacienda el Divisadero

– Nestled amongst mountain trails and rural roads, it is a special place full of history and ancient traditions. You'll discover nature in its purest splendor, with plenty of photo opportunities. Walk along paths lined with agave plants until arriving at the "taberna" where exquisite "raicilla," Puerto Vallarta's most traditional



drink, is prepared. Then, discover 1,200 year old petroglyphs created by prehispanic ancestors. In this exciting full-day adventure you will submerge yourself in local flora and fauna, taste Puerto Vallarta's oldest drink and wonder at the beauty of ancient art, all in one day!



Cabo San Lucas Around Town



Bungee Bombers – is a 2-hour activity that will get your adrenaline in full gear – there is nothing else like it in Cabo! Located in Wild Canyon Park in the corridor between Cabo San Lucas and San Jose del Cabo, it is approximately a 20 minute drive from the resort. Once you arrive at the Gondola 100 meters above the ground, each person will take their turn to plunge into the breathtaking surroundings until being suspended just 15 meters above the Canyon ground. After that, you'll finish off the memorable experience with lunch at "the Lion's Den," where you will view and have the opportunity to purchase commemorative photos of this experience at a reasonable price.

Organic Market – What you eat can affect how your body functions. To maintain



optimal nutrition, a variety of healthy food from all food groups and healthy eating habits can keep you on the road to better health. Food, one of life's great pleasures, is the foundation to a healthy lifestyle and in Cabo a healthy lifestyle is a way of life. During this tour, you will learn about different local plant species, get to know the Cactus sanctuary in San Jose del Cabo and have the opportunity to shop in downtown Los Cabos while learning more about its history. This shopping trip will include a stop at an organic market where you can buy quality produce and food products that are 100% natural.

For prices and information on either of these tours, please contact Viajes el Arco Onsite Travel Agency.



Eagle's Wings Update



EWF Gala Fundraiser – This past October Eagle's Wings Foundation (EWF) held a Gala Fundraising Event with great food, entertainment, raffle prizes, and live auction and silent auction items. Prizes and bid items included dinners, certificates for activities and tours, home & beauty products, vacation packages, and more. Eagle's Wings Foundation is a charitable organization that raises funds to grant directly to institutions in Cabo San Lucas and Puerto Vallarta – orphanages, senior homes, libraries, assistance for the blind, infirmed and underprivileged – each and every dollar goes to someone who desperately needs help. This year the EWF Board designated Pasitos de Luz as the official charity that will receive the \$25,000 raised at Friday night's event.

The mission of Pasitos de Luz (PDL) is to support low income Puerto Vallarta – area families with free daycare for their disabled children. Pasitos offers these children a caring and loving environment, nutritional food and snacks, physical rehabilitation, medical services, orthopedic equipment, and occupational and speech therapy. PDL



Dolores Underwood, EWF Exec. Committee (left)
Cynthia Lasher, UVCI Client Services Manager (right).

also provides moral and psychological support for the family, and maintains a high standard of hygiene and quality for each of these services in an environment where the children will be healthy and happy.

In conjunction with the fundraiser, Eagle's Wings Foundation held a guided bus tour the next day to some of the local organizations that benefit from donations collected by the members. This year they went to an orphanage and a senior home. It is a wonderful opportunity for the members to meet and see some of the happy and grateful faces – children and adults – that their donations have helped. A similar program is coordinated throughout the year by the EWF Board and Resort Staff and the members can elect to take one day of their vacation helping others.



Cabo San Lucas Grants

Los Niños del Capitan A.C.	6,000
Amigos de Los Niños de Cabo San Lucas A.C.	6,000
Programa de Becas Green A.C.	8,000
Red Autismo A.C.	6,000
Mobilize Mankind A.C.	7,000
Los Cabos HS A.C.	4,000
Caritas de Baja California Sur A.C.	1,000
Centro de Recuperación y Rehabilitación Para Enfermos de Alcoholismo y Drogadicción Zona Uno A.C.	6,000
Fundación Galento A.C.	7,000
Sarahuaro A.C.	6,000
Grupo de Apoyo: Ray Thomas, AC.	5,000
Angeles de Cabo, AC.	2,000
Derivados de La Sangre Santa Josefina.	3,500

Puerto Vallarta Grants

Clinica de Rehabilitación Vallarta Santa Barbara A.C.	5,000
Fundación Asistencial Para Personas con Síndrome de Down A.C.	4,000
Asilo San Juan Diego A.C.	4,000
Casa Hogar Maximo Cornejo Quiroz A.C.	5,000
Asociación Femenil Vallartense A.C.	4,000
Pro Biblioteca de Vallarta A.C.	6,000
Discapacitados Visuales de Puerto Vallarta A.C.	6,000
Manos de Amor Por Bahía A.C.	5,000
Banco de Alimentos de Puerto Vallarta A.C.	5,000
Mamas Unidas Por La Rehabilitación de Sus Hijos A.C.	8,000
Refugio Infantil Santa Esperanza A.C.	6,000
Escuela Del Refugio	4,000
DIF (Programa Paid)	3,000
DIF (Becas)	4,000
DIF (Asilo de Ancianos)	3,000
Clinica Medica Asistencial Puerto Vallarta	6,000
Casa Infantil Mojoneras A.C.	8,000
Becas Vallarta A.C.	2,000
Gerreros Contra Las Adicciones A.C.	5,000
Vida y Libertad a Tu Alcance A.C.	2,000
Navy League A.C.	2,000
Horizonte de Paz A.C.	2,000
Albergue Regional Vida Nueva A.C.	2,000
Agape	2,000
Ayudemos a Vallarta A.C.	2,000
Preparatoria Regional de PV	4,000

United States Grants

Make-A-Wish Foundation	5,000
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Total 2011 Grants 181,500

Member Referral Department

Happy New Year from the Referral Department! We have an exclusive holiday special for UVC Members this season. If you'd like to travel to Cancun on your next vacation, you can now bring friends and family with you! We are currently selling 5-day/4-night packages for your referral guests for travel to Cancun, for \$399! This price also includes 2 days of All-Inclusive Meal Plans for 2 people at no extra charge! Additional upgrades for extra nights, larger units, and extended meal plans are available as well. **Give us a call at 1-800-676-9394** and take your loved ones to Mexico with you this year!

The Pre-Arrival team is also looking forward to some fantastic new offerings exclusively for members utilizing their Pre-Arrival Concierge! As of December 2011, we are now able to book activities and excursions for you at discounted rates! Packages are available with a variety of options to cater to your vacation preferences, whether you enjoy fishing, snorkeling, whale watching, sightseeing, or sailing. Let us set up your vacation in advance so you have nothing to worry about once you arrive...except enjoying yourself!

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	11/01

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: 1-866-668-9261

Loreto members: 1-866-668-9088

Fax: 1-619-209-5920

Website: www.myuvc.com

Email: clubmail@myuvc.com

E-Mail Contacts

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Newsletter: news@myuvc.com

Board of Directors: myboard@myuvc.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.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

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: 011-52-322-224-6837

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: 011-52-624-145-7071

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, 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, MX 23680

Phone: 011-52-613-134-1000