

# UVCI

• WINTER NEWSLETTER •  
2013





# Villa Group Update

One of our New Year's resolutions is to make sure we always communicate as effectively as possible with our members. We received some inquiries recently that made me realize many members may need these items clarified:

**What are some recent upgrades to the resorts?** We recently undertook a major upgrade to buildings 1 and 2 at Villa del Palmar Vallarta which included new furniture packages, new interior painting, wall art, bathroom upgrades, bathroom accessories, ceiling fans and new patio furniture. You will be very happy on your next visit to see what a remarkable difference these enhancements have made.

**What can be done about the selection of television channels?** We receive many requests for more English channels, Canadian channels, sports channels and news channels. There has been limited flexibility with this over the last several years due to an existing monopoly of two television provider organizations in Mexico. However, a third entity is becoming involved and is offering more competition. With this new competition we look forward to being able to offer more cable TV shows as well as a more robust offering of standard channels. We will keep you updated!

**The change to the point system is significant. What is the Villa Group's ultimate goal in this regard?** What started as a right to use contract for a specific week, season or unit type, has matured and evolved into a flexible system where points can be used for vacations, meal plans or other items. The ultimate goal is to provide as much flexibility to the member as possible and create a product that can be used in many different ways and appeals to many different demographics. Points-based products do just that.

**What is the difference between the company offices in San Diego and Las Vegas? Who does a member deal with and why?** All basic member and financial services are handled through the Las Vegas office – reservations, maintenance fee payments, checking date availability, vacation banking or borrowing, exchanges, and more. The San Diego office has been downsized and is home to a smaller number of executives, managers and staff that work on corporate level projects such as communication, administrative and accounting.

*Sincerely,  
Robert Kistner*

# Club Director Update



## Gratuity Program

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When you dine out or vacation, it may be a common practice for you to tip for good service. You tip the bellman for bringing your bag quickly, the bartender for mixing the perfect drink, or the housekeeper who left the bathroom sparkling ... these are people you see or interact with personally. But what about the individuals working just as hard that don't have the opportunity to get to know you? At Villa del Palmar we value ALL our employees. Our resort fee of \$3.50 per night is a gratuity sharing fee shared between the whole team - waiters, bartenders, maids, maintenance workers, bell boys, receptionists, activities coordinators, the administrative team, and security guards. Hotel managers and directors are not included in this program. This program allows us to share your appreciation with those service employees you don't normally come in direct contact with. We will continue to provide updates as to the success and specifics of the program in later newsletters.

## No Smoking Policy

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All of the Villa Group resorts have made a strong effort to let our members and visitors know that we are now non-smoking resorts. The enjoyment and safety of our members and guests during their visit is what we strive for every day. To assist us in this endeavor, all common areas including units, lobbies, pool areas and restaurants within any UVCI property have been designated as non-smoking. We regret any inconvenience this may cause. We have added signage to remind guests in the pool area that the common areas are non smoking. Ashtrays can be requested to be used on balconies; however, it will remain at the discretion of management to request no smoking if the smoke from your balcony is bothering your neighbor. To accommodate our smoking members and guests, we have established designated smoking areas at each of the resorts. We appreciate your adherence to this important policy.

**Rhonda Mayer**  
UVCI Director of Club Services

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# Meet the Staff



As a way to improve our member experience through our new Call Center in Las Vegas, ResortCom has created a reward program for our employees to be able to experience the resorts that you love so much. This will provide them with valuable vacation experience information that they can share with you when you call to book your reservations. We send a few of our outstanding representatives to a resort, so they can familiarize themselves with the properties, programs and services, and have fun, relax and vacation just like you do. This program helps our representatives understand why these vacations and locations are so special to our members! Today, we are introducing you to Latoya Banks who recently traveled to Villa del Palmar Flamingos. Keep reading to learn a little more about this lovely lady who takes your calls on a daily basis!

## Hi! My name is Latoya Banks.

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I have worked at ResortCom since July 2012 and am the Member Services Supervisor. I am so thankful that I had the opportunity to visit Villa del Palmar Flamingos this past October, and I can see now why many of our members love it so much. I will share my experiences with my team so we can provide better service to the members we speak with every day. The best thing was being able to meet so many of our members face to face. The service at Villa del Palmar Flamingos was amazing, and this was my first time ever traveling to Mexico which was special for me. When I am not on the phone talking with you, I love spending time with my family and watching football. I look forward to hearing from you.



# Our Favorite Winter Recipe!

The holidays may be winding down, but the weather outside is still crisp and chilly. We know you would love to be at your home away from home just about now, with the warm sand in between your toes, but waiting for that next trip can feel like forever! We would like to send a little love and warmth your way from all of the Villa Group Resorts. Enjoy this tasty recipe for some **Mexican Hot Chocolate** to warm you from the inside out. Take a sip, and drift on home to paradise!

## **Mexican Hot Chocolate**

- 4 cups milk of your choice (you can use nut milks too!)
- ¼ cup unsweetened cocoa powder
- ¼ cup sugar
- 2 tsp cornstarch (optional thickener)
- 1 tsp cinnamon
- ½ tsp vanilla extract
- ¼ tsp chipotle or chili powder
- Pinch of nutmeg
- Pinch of cayenne


**Optional toppings:** whipped cream, marshmallows, chocolate syrup and/or chocolate shavings

**Method:** Add all ingredients to a medium saucepan. Heat over medium heat until simmering, stirring frequently. Remove from heat and serve with optional toppings.


**Yield:** About 5 cups



# Puerto Vallarta Resorts Update

A NEW YEAR  
A NEW YOU  
  
TATEWARI SPA

It doesn't get much better in the New Year than pampering yourself with the best services possible when you are on vacation. At **Tatewari Spa**, we understand the stresses of the holidays, and know you need relief and rejuvenation as you start the New Year. We have a special package just for you!

  
Enjoy a Detox Body Wrap,  
Tatewari Facial and receive a  
foot treatment ritual free!

**Normal Price**  
**\$235 USD.**

**New Year Price**  
**\$165 USD.**

## Puerto Vallarta Around Town

### Sailing to Las Marietas

Head out in the morning enjoying the beauty and serenity of the waters of Banderas Bay. You will enter the Marietas Islands National Park where our experienced guides will take you snorkeling, point out rare species of birds or allow you to just sit back with your favorite drink and take in the stunning beauty of the area. Relax on one of the secluded beaches and then catch the warm afternoon breeze as we all sail back to port.

For those who enjoy snorkeling, you will find an amazing quantity of tropical fish as well as an excellent chance to see other marine creatures such as octopus, eels, spotted rays and even seahorses! Bird watchers will keep busy spotting some of the more than 100 species of birds like the blue footed booby bird.

And for those who came for the sightseeing, there are stunning cliffs, beautiful isolated coves, caves and rock formations that indeed make the Marietas Islands a photographer's dream!



# Cabo San Lucas Resorts Update

## New Treatments at The Desert Spa

It's a new year, and we have some amazing new offerings! Come and replenish your body and mind after the stressful holiday season. Here are two of our favorite new services at **The Desert Spa**.

Treat your body like a temple with this detoxifying and firming treatment, guaranteed to leave you sleek and smooth. This treatment begins with dry body brushing to stimulate lymphatic drainage and detoxification. Your body will then be covered in an Espresso Limón Slimming Oil especially formulated to purify and tone the body. This luxurious treatment will keep your body looking fabulous all year round. (80 minutes)

### Espresso Limón Slimming Body Treatment

### Coconut Milk Immersion

Indulge yourself in the healing and hydrating properties of coconut milk. This total body experience begins with a 15-minute soak in a swirling blend of Kukui, coconut, marigold and chamomile. Then you are invited to relax as your therapist administers a luxurious coconut milk massage of 50 minutes that is sure to leave your entire body refreshed and revitalized. (80 minutes)

## Cabo San Lucas Around Town

### Cabo Kayaking Tour

Take a fun sea kayaking tour to Land's End, where you can see the mighty waters of the Pacific Ocean meet the warm blue Sea of Cortez. You'll glide silently by aptly named Pelican Rock, and enjoy snorkeling near the Sea Lion Colony at El Arco (The Arch) and Lovers Beach (Playa del Amor). This is a relaxing way to spend a couple of hours in the warm Cabo San Lucas sunshine.

This tour is available daily at 9:00 AM, 11:00 AM and 1:00 PM. It lasts 2 hours and departs from Nikki Beach Club by the Melia Cabo San Lucas hotel.

Includes Kayak, Life Jacket, Water, Snorkeling Equipment, 2-person Kayak & Kayaking Guide.

# The Islands of Loreto Resort Update

## Magical Weddings

Get married or renew your vows at Villa del Palmar at the Islands of Loreto! This breathtaking place will be one to remember, and it's one of the most private locations in Mexico because it's still relatively undiscovered! If you want a small private ceremony with a few close friends and family – this is the place for you! Take in the scenery, relax with a yoga session and stay after to celebrate your honeymoon in luxury and style! For more information please contact [weddings@vgloreto.com](mailto:weddings@vgloreto.com). We look forward to waiting on you hand and foot for your special day!



# The Islands of Loreto Around Town

## Grey Whale Season

January 15th - March 15th

There is no better place to see Grey Whales in migration than near the Islands of Loreto in Lopez Mateos (Madalena's Bay). There are several companies that offer tours to see these majestic creatures in their most natural habitat. This is a great activity for families of all ages to really experience the Grey Whales in nature and get up close and personal. Let us know of your interest when you arrive at the resort and we can help you organize it!



# Cancun Resort Update

## Pirate Night Dinner Cruise!

Ahoy ye landlubbers. Prepare to witness an amazing pirate battle on the Caribbean Sea! There will be sword fights, cannon battles and explosions to make you feel like you're a swashbuckler yourself! Sailing aboard our amazing pirate galleon The Jolly Roger, you will be served a feast fit for a Captain, and enjoy 3 hours of entertainment complemented with an open bar. Be careful not to jump ship and sink to the depths of Davy Jones' Locker! Yo-ho-ho!

Landlubbers should be at el Embarcadero of Playa Linda 30 minutes before the show starts. We will be departing punctually at 6:30pm, so don't delay! Come and enjoy an amazing theatrical production, delightful dinner and entertainment that are not for the lily-livered (faint o' heart)!



## Cancun Around Town

Though celebrations vary by destination, the biggest Carnivals usually begin with the Quema del Mal Humor, or burning of ill humor. This is usually an effigy of an unpopular political figure and the burning symbolically represents leaving behind everyday worries and concerns so that the merriment can begin. This kicks off the festivities which include the crowning of a Carnival Queen, and the King - sometimes referred to as the Rey Feo, or "Ugly King." There are parades, live entertainment, dances, and carnival games.

Festivities end on Mardi Gras, "Fat Tuesday," or Martes de Carnaval, when another effigy is burned, this one called "Juan Carnaval," which represents all the wanton revelry associated with Carnival. This marks the end of the debauchery and return to temperance. On Ash Wednesday folks will go to church to receive ashes and the abstinence of Lent will begin. Festivities will be happening all over Cancun this year with Ash Wednesday falling on March 5th! Don't miss out!

# Eagle's Wings Foundation Update

## GRANTS

The grants for Puerto Vallarta (\$55,000) and Cabo San Lucas (\$45,000) were distributed during two ceremonies held at the end of September. This money is used to support orphanages, the mentally and physically challenged, rehab centers, special education and programs for the elderly, food banks, public libraries, educational facilities and scholarships, medical and dental facilities, training for autistic children, homeless shelters and more!



### **EVA CONTRERAS GONZALEZ** 2013 RECIPIENT OF THE JAMES MCCARTHY AWARD

The James McCarthy award is presented to an individual who has furthered the mission of the Eagle's Wings Foundation and its goal to transform the lives of thousands of needy children, adults and the elderly in Mexico. Eva Contreras Gonzalez was honored in October for her passionate and unconditional support of the Eagle's Wings Foundation and the selfless work she has done over the years to improve the lives of many people living in extreme poverty or high risk.





# Free Week Contest Winners Announced

Thank you to all the members that participated in our FREE WEEK giveaway last fall. We were so excited to read all of your amazing stories of beautiful vacation memories and amazing adventures. Some of your stories were so touching and others were so fun to read! We were sad that we couldn't select all of you as winners! Keep your eyes out because we will be hosting more contests in the very near future! And now drum roll please...the contest winners are...



**Rebecca Bolin**

**Robert & Marie Volk**

**Laura Hauck**

**Richard and Kimberly Thompson**

**Jennifer Ashley**

**Ralph & Mary Rita Mason**

**Ernest Hawk**

**Nicole Bahuaud**

**David Gordon**

**Sharon Armstrong**

We hope you enjoy your free week, and please come back and share your family pictures on our Facebook page! We will be posting the winning stories on Facebook.

## Member Referral Program

Congratulations to our Owner Referral Drawing winners! We sent UVCI members Brad & Jane Schmidt on an Alaskan cruise where they enjoyed first class dining and entertainment, kayaking, and a glacier tour by helicopter. You could be our winner next year! For every name you refer to visit the Villa Group Resorts, your name will be entered once into the Owner Referral Drawing. Here are the specials your friends and family can take advantage of right now when you refer them:

**4 days and 3 All-Inclusive nights for 2 adults, just \$399! Choose from all 4 of our fantastic destinations: Cabo San Lucas, Puerto Vallarta, Cancun, and the Islands of Loreto.**

Brad & Jane Schmidt

# Resale Scams

Don't let yourself be scammed! There are unlicensed and illegitimate timeshare reseller scammers who pose as licensed Real Estate Brokers, Agents or Timeshare Buyers. They tell different stories but all will request a "small fee" a "processing fee" the "Mexican taxes on the transfer" or "paperwork". Get all the information you can. **BUT DO NOT BE FOOLED AND DO NOT SEND ANY MONEY. So What Can You Do? Education is best defense!**

## 1. Contact UVC Members Services

Our New Procedure is for Member Services to serve as the "hub" for collecting all fraud information and sending it to ARDA. We have created an intake form and need whatever information you can provide – the scammers names, address, bank accounts, phone number, samples of forms – everything you can send us. We will then batch all of the information and send it to ARDA.

## 2. Contact ARDA

ARDA is the national timeshare association. ARDA-ROC is the Resort Owners Coalition which is a resource for vacation owners. At ARDA ROC's Timeshare Resale Resource Center – you can sign up for alerts and file a complaint. Please understand that UVC and ARDA cannot file a complaint on your behalf because it hasn't happened to us. [www.ardroc.org](http://www.ardroc.org) – click "Timeshare Resales".

## 3. Report your claim to the Federal Trade Commission (FTC)

**Business Fraud Unit: 877-382-4357.** Please understand that UVC and ARDA cannot file a complaint on your behalf because it hasn't happened to us.

## 4. Report your claim to the Attorney General

This is local for each area and you can find contact information online or in the phone book.

# 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 at [cynthial@resortcom.com](mailto:cynthial@resortcom.com)) to obtain the E-Mail Opt-In and Consent Form. Please understand that the Consent Form constitutes a blanket and general authorization to release your email address and that once your email address is released, there are no assurances on how that information may subsequently be used, misused or further disclosed by the recipients, including for fraudulent, criminal or other unauthorized purposes. The Club and/or ResortCom cannot be responsible for any misuse of your email address. If you do not opt in, your email address will not be released.

# IMPORTANT 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: 1-866-668-9261  
Loreto Members: 1-866-668-9088  
Fax: 1-619-209-5920  
Website: [www.myuvci.com](http://www.myuvci.com)  
Email: [clubmail@myuvci.com](mailto:clubmail@myuvci.com)

## EMAIL CONTACTS

Member Services: [clubmail@myuvci.com](mailto:clubmail@myuvci.com)  
Newsletter: [news@myuvci.com](mailto:news@myuvci.com)  
Board of Directors: [myboard@myuvci.com](mailto:myboard@myuvci.com)

## TRAVEL ESCAPES CLUB

Vacation Travel Service  
Toll-Free: 1-866-226-4173  
Website: [www.travel escapesclub.com](http://www.travel escapesclub.com)

## RESORTCOM INTERNATIONAL

Website: [www.resortcom.com](http://www.resortcom.com)

## OWNER RENTAL PROGRAM

Website: [www.myuvci.com/rentalprogram](http://www.myuvci.com/rentalprogram)

## OWNER REFERRAL PROGRAM

Toll-Free: 1-800-638-3400  
Website: [www.intervalworld.com](http://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](http://www.rci.com)

## RESORT PHONE NUMBERS:

### VILLA DEL MAR / VILLA DEL PALMAR - PUERTO VALLARTA

Bld. 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 Cocoleros 750 Sur  
Nuevo Vallarta, Nayarit MX 63732  
Phone: 011-52-322-226-8100  
Fax: 011-52-322-226-8101

### VILLA DEL PALMAR - CABO SAN LUCAS

KM 0.5 Camino Viejo A San Jose  
Cabo San Lucas, BCS, MX 23410  
Phone: 011-52-624-145-7000  
Fax: 011-52-624-145-7201

### VILLA DEL ARCO - CABO SAN LUCAS

KM 0.5 Camino Viejo A San Jose  
Cabo San Lucas, BCS, MX 23410  
Phone: 011-52-624-145-7200  
Fax: 011-52-624-145-7201

### VILLA DEL PALMAR - CANCUN

Carretera a Punta Sam KM 5.200,  
MZ9, SMZ2, L3 Isla Mujeres  
Quintana Roo, MX 77400  
Phone: 011-52-998-193-2600  
Fax: 011-52-998-193-2600 ext. 1019

### VILLA DEL PALMAR - THE ISLANDS OF LORETO

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