

# Cancun

Winter Newsletter

# '12



Villa del Palmar Cancun offers more than just a vacation; it offers a lifestyle of exclusivity and autonomy in a luxury 5 star resort. The resort is far enough from the busy parts of Cancun that it makes you feel like a celebrity, yet access to the heart of Cancun is easy. Our highly experienced staff is ready to meet all of your needs from itinerary to individual preferences and to assist you to have the most memorable getaway of your life. Come and let the turquoise waters and the amazing Village Spa melt away the stresses of everyday life, and surround you with the grace and beauty of Cancun.

[www.vdpcancunmembers.com](http://www.vdpcancunmembers.com)



We are excited to announce that the Member Services Call Center had been relocated to Las Vegas. It has been operating for several months now, and we are thrilled to report that the new facility is experiencing the success and efficiency we had hoped for. Our members come first and always have.

Your satisfaction is a priority and the new Call Center allows for greater servicing than ever before. We aren't perfect – but we are setting our goals higher and higher in order to deliver the quality and level of customer service you deserve and expect. Below is a comment from one of our raving fans!

*Rhonda Mayer*  
Director of Club Services

*Dear Maria,*

*I just wanted to drop a quick note to tell you that I am very happy with your customer service in helping me with my reservations today. You may wish to send this to your manager and I would be happy to speak to anyone regarding your service to me today.*

*Best Regards,  
Samuel Hom*



# SIGNATURE VILLA SERVICE

At Villa del Palmar Cancun, we are introducing a great new program – “Signature Villa Service” to provide you with an unparalleled vacation experience. For a fee you can add special in-room, poolside and restaurant services to personalize your trip and make it even more enjoyable. What better way to have a VIP experience and make your getaway truly magical?! Our staff is here to accommodate your requests, and pamper you. Here are the many extra special touches you can experience...

## IN ROOM SPECIALTIES

- Personalized check-in
- Wine upon arrival from our boutique Mexican winery
- Fresh flowers
- Daily newspaper
- Welcome snack & beverage fridge stock
- Fresh seasonal fruit upon arrival
- Special “Daily Chef” amenity
- DVD player in your room with a selection of movies/music
- Jacuzzi bubble bath customized fragrance and mood setting
- Five senses aromatherapy experience
- Daily spa turn-down service with nightly spa products
- Beach bag
- Pillow menu - from classic to therapeutic

## BY THE POOL & BEACH

- Sunglass repair and cleaning
- Change of wet towels
- Lounge pillows
- Books, newspaper and magazines
- iPods with music selection
- Non-motorized water sports
- Sun hats upon request
- Poolside concierge service
- Twice daily poolside fruit and/or sorbet
- Dance classes
- Refreshing towels
- Domino & backgammon tournaments
- Water aerobics (complimentary to all guests)

## RESTAURANTS

- Wine tastings
- Four elements dinners
- Tequila tastings
- Beach lounge “bubble bar”
- Cooking lessons

You and your family can experience a whole new level of pampering and relaxation with all of these great details that are designed to make your vacation extra special! To find out details of the specific fees charged for different services, contact Member Services at **866-668-9261**.



# *Annual Meeting 2012 Update*

## **THE 2012 CLUB CARIBE VILLA DEL PALMAR ANNUAL MEMBER MEETING WAS A GREAT SUCCESS**

Our theme was “Shoot for the Stars!!” and we celebrated all the successes we achieved last year as well all the goals ahead of us! The meeting offered opportunities for members to meet their Club and resort representatives and make new friends.

### **HERE ARE SOME HIGHLIGHTS:**

**WELCOME** - Each member was presented with a beautifully cut glass bottle of Tequila as a member gift along with their packet. The Welcome Cocktail reception was held outside in the new Beach Lounge area, and members and guests were dazzled by Mayan ritual performances that honored the moon and stars, in keeping with our theme.

**CLUB CARIBE (CC) PRESIDENT UPDATE** – Robert Kistner, CC President, introduced the Developer, Villa Group and hotel executives, and on-site and off-site management personnel. He discussed various topics, including how the resort works to provide superlative vacation experiences, the importance of social media, promoting Mexico as a vacation destination, and the goals of Eagle’s Wings Foundation. He also gave an overview of our sister resort Garza Blanca.

**CLUB DIRECTOR UPDATE** – Rhonda Mayer, Director of Club Services, gave a presentation that focused on quality control and surveys, club and resort operations integration, and member communication.

**FINANCIAL REPORT** – Dennis Morrissey, Director of Developer Services, presented information to illustrate the Club’s 2012 performance and 2013 budget projections. He reviewed the maintenance fees – no increases were implemented for 2013 – and the reserve funds which are being managed in accordance with the long term plan to maintain the property with adequate reserves.

**SERVICING COMPANY** – Ken Owens, Vice President of Reservations and Travel Services, discussed member servicing and call center performance



features such as vacation banking and borrowing, options like meal plans and transportation, and OnCall Travel Medical Insurance program benefits. He focused on the success to date of the newly-relocated Call Center in Las Vegas, NV.

**RESORT UPDATE** – Lucy Ruiz, VDP Cancun General Manager, presented the members with great photos and updates on amenities, restaurants, and products and services available at the resort.

**REFERRAL AND PREARRIVAL** – Patrick Stewart explained the many benefits of the Pre-Arrival Program (Elite Concierge service) and the Referral Program, what and how “Palmares” can be spent, and showed examples of some of the specials they offer through their department.

**EAGLE’S WINGS FOUNDATION (EWF) UPDATE** – Lucy Ruiz, the most recent member of the EWF Board and its Cancun area representative, presented information on Eagles Wings and discussed the goals and influence of this great organization. EWF raises funds to grant directly to institutions in cities where Villa Group resorts have been developed – orphanages, senior homes, libraries, assistance for the blind, infirmed and underprivileged – every dollar goes to someone who desperately needs help.

**BOARD OF DIRECTORS** – An election was held to re-elect members of the Club Caribe Villa del Palmar Cancun Board of Directors. The first three directors that have been re-elected for a period of two years

are: Fernando Gonzalez, Jr., Ward Anderson, and Dennis Morrissey. Next year the remaining Board members will have the opportunity to place their names on the ballot for re-election. We thank all the members of the Board for their many ideas and input.

**ROUND TABLE TOPICS** – If members needed more individualized assistance, the roundtables were an opportunity to meet representatives and discuss their account and questions one-on-one. Topics included: On-Call Travel Insurance Program, II Exchange Company, Member Services, Resort Management, Resort Com Marketing and Developer Services.

**GALA DINNER PARTY** - The “Dinner with the Stars” finale was a star-studded cast of classic and new movie stars, singers and celebrities, complete with red carpet and paparazzi. The show was fantastic, and the performers did a great job interacting with the crowd and drawing everyone in - every person got up to dance. It was so much fun and a very memorable evening. Kudos to Board Member Ward Anderson for serenading the crowd – this personal touch is becoming a tradition everyone enjoys!



*Village Spa*



## DISCOVER VILLA DEL PALMAR'S SPECTACULAR MAYAN-INSPIRED SPA

It welcomes you with luxurious ambiance, breathtaking views and invigorating treatments. Usher in the winter with our signature Nawal Ajpu treatment (meaning Grateful Ritual), a mystical experience beginning with a ceremony of grace, followed by a body wrap consisting of black mud infused with rosemary and copal, known for its herbal benefits which detoxify and contribute to the body's overall well-being. The treatment concludes with an herbal elixir bath. This treatment is a true journey into relaxation.

Village Spa strives to constantly improve the quality of their products and services. Because of this, we are proud to introduce to you Epicuren, a new product line that we are now using with our services. Epicuren offers "pure, innovative skin care using the most luxurious and natural ingredients available."

The primary element used in Epicuren products is an enzyme that stimulates skin renewal helping to absorb antioxidants and moisture, and resulting in more youthful glowing skin.

Best of all, some of the products we use in our spa services can be purchased so that you can continue your treatment at home, and enjoy the scents of cinnamon, coconut, hibiscus and rosemary long after you have left Villa del Palmar Cancun.

For more information about these products, please visit:

[www.epicuren.com](http://www.epicuren.com)



# Cancun Around Town

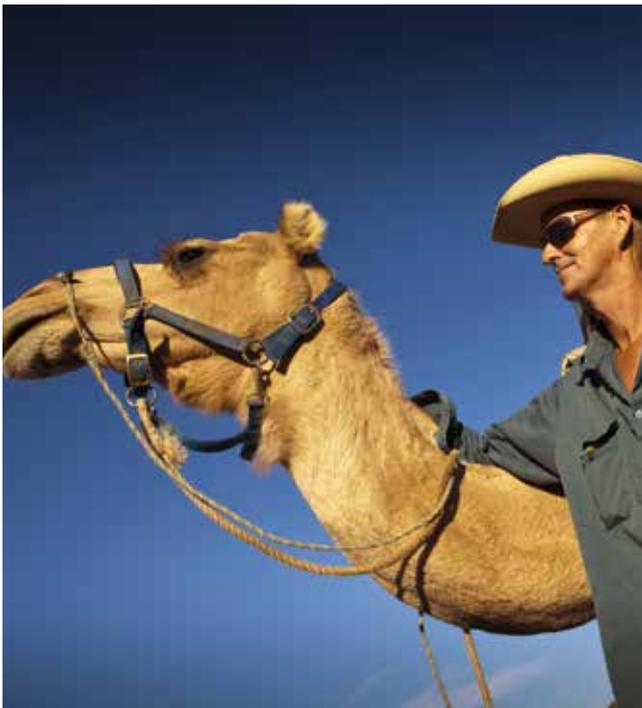
## CANCUN CAMEL TOUR

The adventure begins with a short drive to the south of Cozumel. Enjoy a fantastic journey on one of these beautiful creatures with no need to travel to the far middle-east. Get in touch with the wilderness riding thru a secluded jungle path and then exiting to a breathtaking stretch of white sandy beach.

Once you've completed the Safari, you may stay at Playa Maroma, enjoy great facilities, umbrellas, beach, pool, chairs and showers at no extra cost. Water sports, toys, bar and a delicious Mexican menu are available for you (not included in the price). There are complimentary snacks and soft drinks included.

You are welcome to stay for as long as you want. Transportation on the way back is available on various schedules. This trip is 2 hours in length and is available Monday-Saturday at 8am, 10:30am or 1:30pm!

Remember to wear closed toe shoes as they are mandatory for this trip, and you must be at least 10 years old.



# Loreto Around Town

## SAN JAVIER MISSION TOUR

This mission is the best-preserved in Baja and it dates back to 1758. It was built with stone from the bed of the brook of Santo Domingo 20km southeast of San Javier. Inside there are two statues one of San Francisco Javier and the other of Our Lady of Guadalupe, and a crucifix, all from the 18th century. It has survived the years so well that it's still in use.

Ranches in the vicinity raise cattle, sheep and goats. The residents grow a variety of fruits and other edible crops. Mangos, papayas, figs, guavas, chilies, and citrus are common. A few of the local families make yummy candies out of the various crops to sell.

Motorcyclists, ATV and buggy fanatics love to play in the hills and valleys around San Javier. There are many dirt roads, trails and sand washes to enjoy. Sections of the original Baja 1000 race course are located in the hills and valleys to the north of San Javier.



# Puerto Vallarta Around Town

## YOGA FOR EVERYONE

In the heart of Old Downtown you will find Davannayoga, a traditional style yoga school in Puerto Vallarta. All levels are welcome as well as private yoga instruction. Classes include: Vinyasa, Yoga Flow, Morning Yoga, Restorative Yoga, Pranayama, Meditation, Children's Yoga, Pre-natal Yoga and Yogic Arts classes.

Davannayoga offers two spaces for classes; the main studio has a view to the ocean from most mats and high ceilings with natural floors. The roof-top space (open Oct.-May) has a 360° view from ocean to mountain tops and the beautiful Mexican tiled roofs in between. Great for seasonal sunset yoga classes and just a few blocks away from the beach!

For upcoming events and more detailed information you can visit their official website at: [www.davannayoga.com/EventsSchedule.php](http://www.davannayoga.com/EventsSchedule.php)

# Cabo San Lucas Around Town

## DISCOVER THE ARTS IN CABO

We all agree that cultural events such as art walks represent a magnificent opportunity to admire and acquire works of art. The galleries found on this tour are of a world class level, and there is a broad selection of styles to satisfy all tastes. In a very relaxed atmosphere, the "walkers" may choose to purchase or simply appreciate the quality of the works shown while savoring a glass of wine.

At the same time enjoy a night stroll through the beautiful streets of San Jose del Cabo where the only rule is to enjoy yourselves.

This tour is offered on Thursday nights from 5pm-9pm. For more information please visit:

[www.hightideloscabos.com](http://www.hightideloscabos.com)

or call 52 (624) 142-0424.



# SOCIAL MEDIA UPDATE



Social media has played a major role in our lives in 2012, and our prediction is that it will be even more prevalent in 2013. UVC International has been growing our social media presence over the last year, and there are so many exciting things to come.

Whether you want to see what is happening at your favorite resort, share your vacation photos or keep in touch with your friends, our Facebook page provides a perfect platform for you to connect with us.

Social media has helped us to bring information to you, our members, much more quickly. We run fun contests and giveaways on our Facebook page too so don't miss out! "Like" us today and follow us on Twitter for more up to date information.



[Facebook.com/MyUVCI](https://www.facebook.com/MyUVCI)  
[@MyUVCI](https://twitter.com/MyUVCI)  
[Pinterest.com/MyUVCI](https://www.pinterest.com/MyUVCI)

## Culture Corner

Twice a year the equinox occurs around the 20th of March and the 22nd of September. The meaning of equinox comes from the Latin *aequus* (equal) and *nox* (night) because around the equinox the length of day and night are about equal length. It's when the tilt of the axis of the Earth is not inclined either towards or away from the Sun, and the Sun is on the same plane as the Earth's equator.

At the Mayan archeological site of Chichen Itza, tens of thousands of people gather each year to celebrate the spring equinox. The Mayan astronomical knowledge is displayed each spring and autumn on The Kulkulkan temple as a play of light and shadow makes it look like a serpent is descending the steps of the pyramid. The effect begins late afternoon around 4pm and lasts about an hour.

The serpent appears for a few days from around March 19th to the 23rd, however it is most visible on the actual day of the equinox. If you are in Cancun at this time of year, it would be extra special to take the trip to Chichen Itza and witness this for yourself. There are plenty of tours available, but do expect the archeological site to be much more crowded than usual.



# Member Benefits

## VILLA PREFERRED ACCESS

- VPA Member Exclusive Toll Free 800 Number
- VPA Member Check-In Desk/Multi-Day Check-In
- Gold Card Benefits and Discounts
- Member Medical Travel Protection (On Call International)
- 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
- 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

### VPA Members Only

Deadlines for Reservations and Vacation Banking.

VPA Deadline: November 1

VPA membership offers many benefits that are not fee-based.

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

[www.vdpcancunmembers.com](http://www.vdpcancunmembers.com)

## ELITE/RESIDENCE CLUB

- All VPA benefits listed above, PLUS:
- Additional booking windows
- Wait listed reservations
- Auto upgrades prior to check-in
- VIP resort amenities and check-in

### Elite Members Only

Deadline for Reservations and Vacation Banking

Deadline: November 1

Elite membership offers many benefits that are not fee-based.

ELITE/RESIDENCE CLUB: **1-866-464-9284** [www.myuvc.com](http://www.myuvc.com)

## MODIFYING YOUR RESERVATION

- Members with a reservation, but needing to reschedule or modify existing reservation.

VPA may modify one reservation per year at no cost if more than 30 days in advance.

If 30 days or less in advance: \$130 fee

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## PREFERRED POINTS

- Additional Preferred Points available for the cost of the Maintenance Fee.
- Equal to the number of points owned.
- Use between May and October each year until expiration of contract.
- Can be exchanged with Interval International.

### Maintenance Fee Rate

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## UNIT/SEASON UPGRADES & SPLIT WEEKS

- Upgrade to travel in a higher Season
- Split One BDR Units into 2 Studios
- Split Two BDR Units into 1 BDR & Studio
- Split VPA time - 4/3 or 5/2 (can be used at any resort)

Some restrictions may apply

Difference of value between unit you own and the upgraded point value. All subject to availability.

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## VACATION BANK

- Save any points you are unable to use in the current year to the next year, for up to 5 years.
- ALL members must call by the deadline to Vacation Bank.
- Points are NOT automatically banked. If week is already expired, reinstatement fee applies.

VPA Deadline: November 1

No Vacation Bank fee for VPA Members, \$70 After Deadline

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## VACATION BORROWING

- Borrow up to 5 years of your vacation points to use during the current year.

Some restrictions may apply in first year of membership.

No Vacation Borrow fee for VPA Members

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## EXCHANGE

- Exchange your week to over 3,000 worldwide resorts through Interval International® (II).

Terms and Conditions available from exchange company directly.

Interval International Fees Apply.

Interval International: **(800) 634-3415**

[www.intervalworld.com](http://www.intervalworld.com)

## ADDITIONAL NIGHTS

- Book one or more nights in addition to the time that you own. Allows for extended trips!

Subject to availability.

**Members receive 30% - 40% off** the rack rate.

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## AIRPORT SHUTTLE SERVICE

- Airport transfers are available to Villa del Palmar Cancun.
- If you are traveling to one of the Villa Group resorts in Puerto Vallarta or Los Cabos, shuttles are available from the airports directly to the Villa Group Resorts.
- Please be sure to present vouchers.

Suggested to schedule transportation at least 14 days prior to arrival. Varies by resort. Please call Member Services for information.

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## MEAL PACKAGES, SPA PACKAGES, SPECIALTY BASKETS

- Pre-book all of your Meal Packages and Spa services, packages are available for each resort.
- You can order a special basket for a Honeymoon, Anniversary or Birthday.
- Have your room pre-stocked with wine, beer, chips, fruit and other specialties when you arrive.

Suggested scheduling time frame is at least 30 days in advance, but no less than 14 days prior to arrival. Fees vary based on programs.

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## MEDICAL TRAVEL PROTECTION

- (On Call International) Peace of mind when you travel. Coverage with the use of your time at any resort in the world.

You are automatically enrolled as a VPA member. Upgrades are available.

**VPA Members - Free.** Upgrade benefits- \$15

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## MAINTENANCE FEE PAYMENT OPTIONS

- Installment plan to pay maintenance fees in 4 quarterly payments.
- Installment plan to pay maintenance fees in monthly payments.

Members must re-enroll each year in the Monthly or Quarterly payment plan, and return consent forms by deadline for validation.

Fees Vary

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

## HEALTH TRAVEL GUIDES

- Health Travel Guides makes it safe and easy to book quality, affordable health care in Mexico. Our world class doctor network offers dental, cosmetic, LASIK and surgical procedures at prices you won't find in the U.S.

Fees Vary

HTG: **1-866-978-2573**

[www.healthtravelguides.com](http://www.healthtravelguides.com)

[info@healthtravelguides.com](mailto:info@healthtravelguides.com)

## GUEST CERTIFICATES

- 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).

Guest must be at least 25 years of age. There will be a \$500 deposit for guests under 25. \$35

Cancun VPA Members: **1-866-668-9261**

Outside the US & Canada: **1-619-209-5944**

# Annual Calendar

## MAINTENANCE FEE DEADLINES

## VACATION BANKING DEADLINES:

**OCTOBER**

Maintenance fee assessment bills will be mailed

**NOVEMBER  
30<sup>TH</sup>**

Maintenance fee payments due. 1st Installment is due for members utilizing the quarterly maintenance fee payment option.

**DECEMBER  
1<sup>ST</sup>**

Unpaid maintenance assessments are delinquent and subject to late fees and penalties.

**FEBRUARY  
1<sup>ST</sup>**

2nd Installment due for members utilizing the quarterly maintenance fee payment option.

**MAY  
1<sup>ST</sup>**

3rd Installment due for members utilizing the quarterly maintenance fee payment option.

**AUGUST  
1<sup>ST</sup>**

4th Installment due for members utilizing the quarterly maintenance fee payment option.

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

## 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**

Fax: **1-619-209-5920**

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

Email: [clubmail@myuvc.com](mailto:clubmail@myuvc.com)

Member Services: [clubmail@myuvc.com](mailto:clubmail@myuvc.com)

Newsletter: [news@myuvc.com](mailto:news@myuvc.com)

Board of Directors: [myboard@myuvc.com](mailto:myboard@myuvc.com)

### TRAVEL ESCAPES CLUB

Vacation Travel Service

Toll Free: **1-866-226-4173**

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

### RESORTCOM INTERNATIONAL

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

### OWNER RENTAL PROGRAM

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

### HEALTH TRAVEL GUIDES

Toll Free: **1-866-978-2573**

600 Townsend Ste. 120e

San Francisco, CA 94103

Website: [www.HealthTravelGuides.com](http://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](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

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**

#### VILLADELARCO – 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 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**