



Club Caribe
Cancún



Member Vacation Guide

CLUB CARIBE CANCUN



DEAR CLUB CARIBE MEMBER,

Congratulations! We are pleased to welcome you to Club Caribe and we know you will enjoy many years of wonderful vacations, exclusive benefits and worldwide travel opportunities which are now available to you as a Club member. The enclosed materials will assist you in using your membership by providing a quick overview of benefits to get you started on the path to enjoying your investment in leisure and discovery.

For detailed information on any of the subjects covered on the following pages, please visit the member website at vdpcancunmembers.com. Here you can review your Club Caribe Rules & Regulations, read newsletter articles, and search for information pertaining to your Club membership and Villa del Palmar Cancun. You can also access your account to make payments and check the status of your points.

Wishing you many years of wonderful vacation in sunny Mexico and the world.

Sincerely,



Club Caribe

TABLE OF CONTENTS





01

YOUR
SERVICING
COMPANIES

02

THE VILLA
GROUP FAMILY
OF RESORTS

08

MEMBER
BENEFITS

12

MEMBER
SERVICES
DIRECTORY

14

MAINTENANCE
FEES

18

PAYMENT
INSTRUCTIONS

20

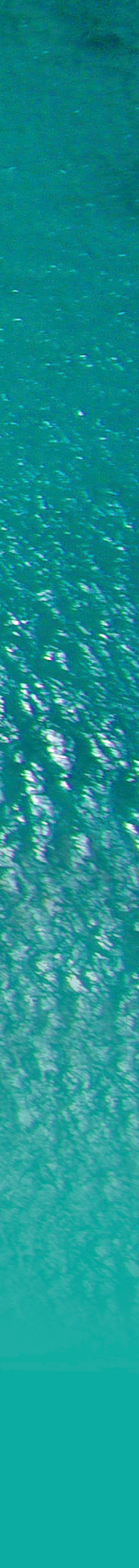
MEMBER
BENEFITS
CHART



YOUR SERVICING COMPANIES

Now that you're a member of Club Caribe, you'll be delighted to know you're in good hands with a whole team of individuals who are at your service and ready to help make your vacation planning a breeze. The organizations that collaborate on a daily basis to bring you the ultimate in hospitality services are **The Villa Group**, **UVC International** and **ResortCom International**. Let's take a moment to get you acquainted with the roles of each company.

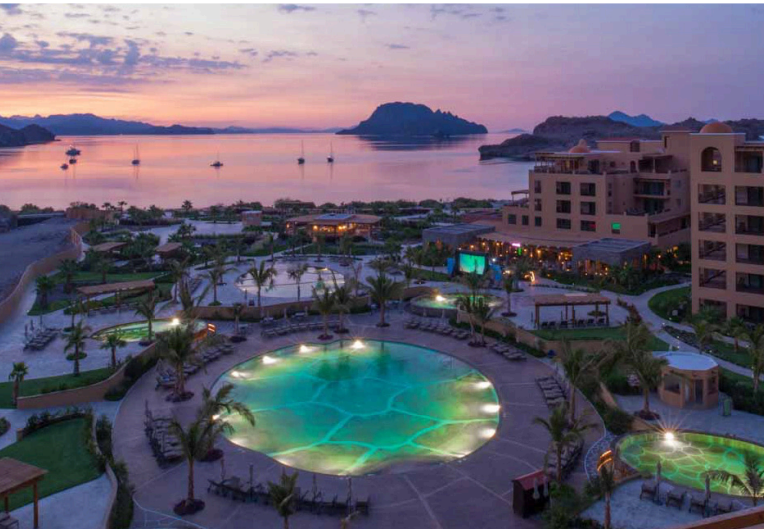
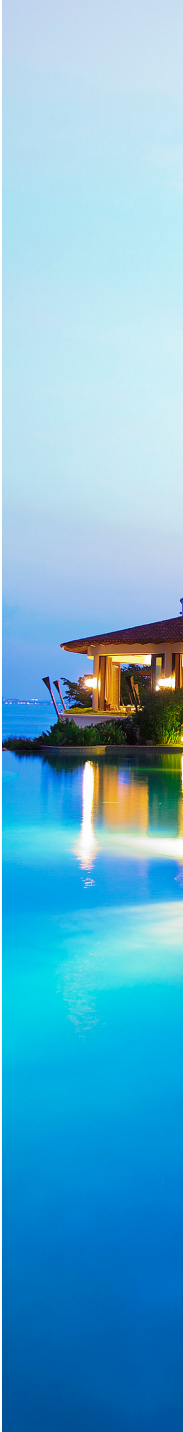




The Villa Group is the developer that builds and owns the Villa Group family of resorts. Since 1983 they've been building luxury vacation destinations in Mexico and currently boast a portfolio of eight properties in five of Mexico's top rated beach destinations.

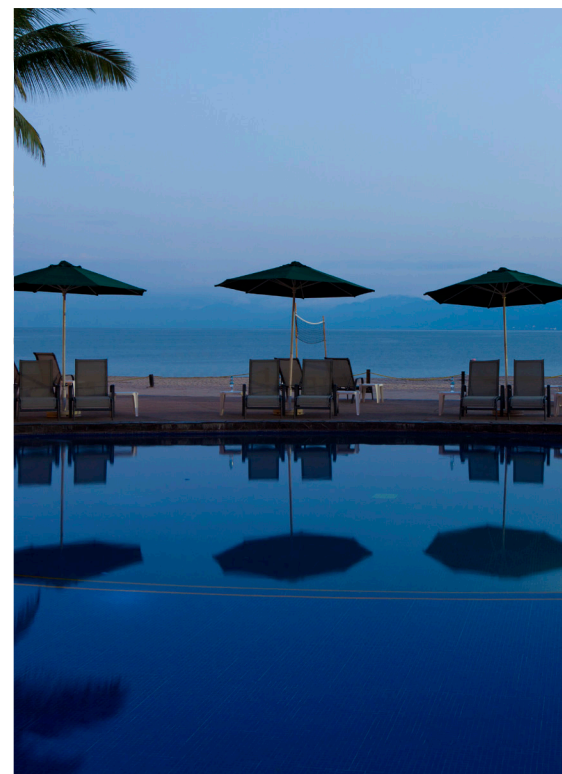
UVC International (UVCI) is the umbrella organization that oversees the various Resort Clubs (member associations) associated with the affiliated Villa Group Resorts. UVCI is responsible for management of the Clubs' rules, regulations & bylaws, member communications, and servicing our member base. UVCI also oversees the offsite servicing company that handles the bulk of member servicing, reservations and billing.

ResortCom is the servicing company that UVC International has contracted for "off site" functions such as reservations, maintenance fees, loan payments, member services, travel services, and the rental program.



THE VILLA GROUP

When you bought into Villa del Palmar Cancun, you gained access to the Villa Group family of resorts. Following is a summary of each resort and its unique qualities. Whichever destination you decide is right for your next vacation, each Villa Group resort will offer you the opportunity to laze by a pool, walk miles of golden beach, or take part in an



FAMILY OF RESORTS

assortment of resort activities including water aerobics, pool games and an abundance of other water sports! Enjoy outstanding restaurants and join our Entertainment Staff for fantastic evening entertainment. You can also visit your resort Concierge for any special requests, reservations, questions and membership tips.



VILLA DEL MAR PUERTO VALLARTA

Conveniently located in the central hotel zone and ten minutes by taxi to downtown Puerto Vallarta, Villa del Mar combines the best of old world charm and comforts. Featuring an inviting courtyard with a swimming pool and tropical gardens, the resort offers all the amenities of deluxe accommodations combined with the irresistible allure of quaint shops and restaurants in a quiet and captivating setting.



VILLA DEL PALMAR PUERTO VALLARTA

Villa Del Palmar Puerto Vallarta, adjacent to Villa Del Mar, sits nestled on a beautiful tropical beach. A central atrium rises dramatically to a skylight above and Vallarta's glorious sunshine pours down upon eight stories of cascading bougainvillea. The soothing sounds of songbirds in the lush gardens and flowing fountain waters combined with the fragrance of tropical flowers sets the scene for a marvelous night of romance. The architecture, with gently curving arches, traditional tile in harmonious colors and textures, creates an inviting ambiance.



VILLA DEL PALMAR
FLAMINGO
RIVIERA NAYARIT

A favorite among members since it opened in 2004, Flamingos provides the ultimate in guest comfort. An expansive swimming pool extends the entire length of the resort, from the Lobby building to the beachfront restaurant and pool-bar below. The pool features wheelchair access, large play area, shallow section for tanning, swimming and exercise areas, waterfalls, water spouts, and arching fountains. This is one pool that everyone will enjoy! With the quaint town of Bucerias to the north, and the lively city of Puerto Vallarta to the south, whatever you are looking for, there is no better place to be!



GARZA BLANCA
PUERTO VALLARTA

Amidst tropical paradise, Garza Blanca is cradled between the lush green jungle and luminous blue waters of the Pacific Ocean. Directly behind the resort rises the majestic Sierra Nevada mountain range, with many pristine areas of untouched flora and fauna. Many areas are only accessible by foot or horse, undoubtedly making it the perfect location for adventure. Garza Blanca offers more than a vacation, harmonizing a luxury five-star Resort with the exclusivity and autonomy of a private property and highly experienced staff to meet all of your vacation needs flawlessly.



VILLA DEL PALMAR PUERTO VALLARTA

Soak up “South of the Border” comfort at our family-friendly property with an emphasis on entertainment. You can’t help but smile the minute you see our Willy the Whale water slide. On any given day, you might see a crowd partaking in aqua-aerobics, water volleyball, or simply relaxing in the pool. In addition, the resort hosts a large variety of on-site activities including scuba diving, cooking lessons and theme nights featuring mariachi music, talent shows and more. The property also boasts beachfront access to powdery sand and gorgeous views of the turquoise surf and famous rock formation, El Arco. Thanks to its prime location near downtown Cabo San Lucas, the range of amenities and activities mean your options are limitless.



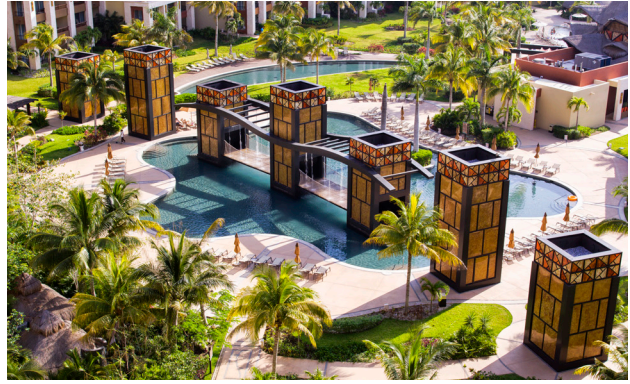
VILLA DEL ARCO CABO SAN LUCAS

A perfect tropical paradise, flanked by meticulously groomed, white sand beaches with the warm blue Sea of Cortez lapping at your toes is waiting for you. Villa del Arco is a deluxe, five-star, beach front resort where you will receive the royal treatment that you deserve. Experienced professional staff will wait on you and cater to your every whim. Visualize yourself in an upscale setting with world class amenities, overlooking the beautiful Cabo San Lucas Arch “El Arco,” yet only a short walk away from downtown Los Cabos and great nightlife. Dramatic pools, luxurious accommodations, delectable creations served in our restaurants and a grand European Spa make this an exclusive getaway.



VILLA DEL PALMAR AT THE ISLANDS OF LORÉTO

Located in one of the country's most magical settings, it's like nothing you've ever seen. This unique locale is like taking a time machine back to Old Mexico. Loréto is known for its quiet beaches, scenic vistas, rich history and astounding natural habitats. It's in this setting that you'll find the beautiful Villa del Palmar at the Islands of Loréto resort; a perfect complement to that majestic landscape. On the perfectly manicured grounds, various pools come together to form a unique turtle-shaped pool of aqua-blue shimmering waters. The world-class Sabila Spa at this resort features products and services that have been specifically developed for restorative and nutritive powers and for the serenity and enjoyment they offer. Here, you'll experience the kind of vacation that completely recharges and calms you.



VILLA DEL PALMAR CANCÚN

You will not believe your eyes when you see the Villa del Palmar Cancun resort for the first time! The developers have spared no expense to create a sumptuous environment of luxury and comfort that will envelope you the moment you step through the door. There are five pools, which include the main pool, shaped like the Villa Group logo flower, and four Jacuzzis located around the pool and deck areas. On the beach, you can relax on luxurious beach beds or visit the Tiki Bar and sway on a real swing while you sip your drink and feel the breeze. The Village Spa offers the ultimate in relaxing spa treatments in a beautiful and unique tropical indoor/outdoor environment.



MEMBER BENEFITS



EXCHANGE COMPANY – INTERVAL INTERNATIONAL

To exchange your time for a vacation at another resort around the world, see the exchange company's directory of resorts at www.intervalworld.com for locations and exchange information. Make your initial reservation by calling Member Services at 866-668-9261, and please let the Member Services Agent know you desire to make an exchange.

REFERRAL PROGRAM

Be a hero! When you refer your friends and family to Villa del Palmar Cancun, you're inviting them to join you in a lifetime of vacation adventures and wonderful memories. But did you know you reap the rewards of a referral as well? The Club offers different referral programs that pay off big-time. They vary from year to year, but range from receiving a scratch-off lotto ticket for the chance to win exciting prizes, to being entered in a referral drawing for the chance to win a dream vacation. Past lucky winners were treated to vacations as lavish as a Mediterranean cruise. For additional information on the referral program call **800-676-9394** or visit www.myuvci.com

PRE-ARRIVAL CONCIERGE SERVICE

Our Personal Concierge team will help you create the vacation of your dreams, every time you visit Villa del Palmar Cancun. In the months leading up to your travel dates you will be contacted by a Personal Concierge who will become your go-to resource for arranging your transportation to the resort, booking your all-inclusive meal plans and spa services in advance and providing recommendations for restaurants and activities. Your Personal Concierge will confirm that your reservations are in order so you can relax and look forward to your worry-free vacation.

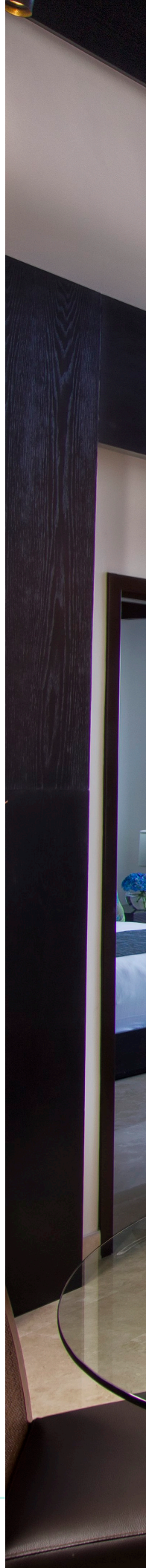
MEMBER RENTAL PROGRAM

You purchased your timeshare for vacationing and for the opportunity to enjoy special moments with family and friends. However, we know that vacations are not always possible and if you need to place your vacation week for rental, Villa del Palmar Cancun has contracted with the Member Rental Program to assist you. The Member Rental Program should be your last choice. This member rental program has been designed as your last “non-vacation” option. It has been designed to assist you with partially offsetting your maintenance fee expense. This is not a “get rich quick” program, but rather a service provided to avoid any vacation week from going unused.

The application process is simple:

The first of October of every year, a link is posted on the Member Rental page of vdpcancunmembers.com

- Once you click on this link, you will be presented with a blank rental contract which you must complete, sign and submit electronically.
- You will receive a copy of the completed application via return email. This will serve as your confirmation that your application has been received.
- Member Rental Program closes as soon as all rental slots are filled.
- After all applications have been received, notifications will go out via email regarding the status of your application (whether your week was accepted into the following year’s program or not).







MEMBER

SERVICES DIRECTORY



RESORTCOM INTERNATIONAL

P.O. Box 96058
Las Vegas, NV 89193
Phone: 866-668-9261
Fax: 702-425-2984

Office Hours:

Monday thru Friday 6:00 am – 8:00 pm PST
Saturday and Sunday 8:00 am - 5:00 pm PST
Email: memberservices@resortcom.com
Website: www.vdpcancunmembers.com

MEMBER SERVICES 866-668-9261

Your member services team is here to help you with all that is related to your Villa del Palmar Cancun membership. Here are a few examples of things for which you may want to call your member services agents.

- Reservations – Bookings, Changes, Cancellations
- Vacation Options – Ground Transportation, Meal Plans, Tours & Tour Packages
- Questions – Account & Membership Information/Assistance, Resort Info

- Maintenance Fees – Payments, Set-Up of Monthly or Quarterly Options
- Monthly Loan Payments
- Name Changes, Address Changes, Ownership Transfers
- Vacation Banking/Borrowing
- Exchange Deposits
- Offer Suggestions – Log into your account and CLICK “Ask A Question”

www.vdpcancunmembers.com


Getting information on your Club membership is at your fingertips. In addition to all the valuable information for planning your next vacation, you can easily stay up to date with news from the different resorts. On the [vdpcancunmembers.com](http://www.vdpcancunmembers.com) website. Here are other helpful things you’ll find there:

- FAQ’s
- Annual Event information
- Club Information
- Monthly Blog
- Quarterly Newsletter
- Event Calendars
- Suite Amenities
- Resort Photo Gallery



MAINTENANCE FEES





Your Club relies on the timely payment of maintenance assessments by all Members. As stated in the Club's Rules and Regulations, the obligation to pay maintenance assessments shall be the personal obligation of each Member at the time the maintenance assessments become due and payable, and is not dependent on your use of the property.

THE MAINTENANCE ASSESSMENT IS USED FOR THE FOLLOWING ACTIVITIES:

Operating Fund – In addition to property management, your operating funds provide for on-site Club activities and services, off-site operations that include reservations, reservation systems, hardware and software technologies, maintenance billing, customer service, member communications, general and administrative expenses, legal and accounting fees.

Reserve Expenditures – This money will be going to maintain and improve your Villa del Palmar Cancun Resort. You will see improvements in different areas every time you come to visit us.

OPTIONAL PROGRAMS

There are two optional programs included on your maintenance fee assessment to which members may contribute: On Call Travel Protection Program and Eagle's Wings Foundation.



ON CALL TRAVEL PROTECTION

Accidents happen! Traveling can be fun and exciting, but when you are far away from home, handling an emergency can be overwhelming. ResortCom has partnered with On Call International to provide medical and travel assistance when you need it most.

The On Call Travel Protection Program provides emergency air evacuation services from Mexico or any other foreign destination to the United States in case of catastrophic injury to either you or your family while on your vacation or exchange and other very valuable medical travel services.

You have the ability to earn a 10% discount by purchasing the insurance program at the time of your maintenance fee payment. For Villa del Palmar Cancun members: the standard version of this program is already included as part of your membership. Villa del Palmar Cancun members may upgrade to the full insurance program for only \$15 at the time you pay your maintenance fee. Call your Maintenance Fees and Loans Department at 1-866-668-9261 for more information.



EAGLE'S WINGS FOUNDATION

Eagle's Wings is a private Foundation created over ten years ago by the Villa Group and former Club Board member Jim McCarthy. This organization seeks to improve the quality of life in Puerto Vallarta, Cabo San Lucas and Cancun for the less fortunate by providing monetary and organizational support to institutions such as orphanages, free medical clinics and school-building projects. The foundation appreciates your donations and continued support. To make a donation visit www.eagles-wings-foundation.org.

IMPORTANT MAINTENANCE FEE PAYMENT INFORMATION:

OCTOBER	NOVEMBER 30TH	DECEMBER 1ST
Maintenance fee assessment bills are mailed	Maintenance fee payments due (see Payment Options for more details)	Delinquency date – late fees will be assessed


MAKE A PAYMENT: Call your Member Services agent or log into your account at vdpcancunmembers.com


QUESTIONS? Call your Member Services agent or log into your account at vdpcancunmembers.com and click on "ASK A QUESTION."

PAYMENT OPTIONS:

We make it easy and convenient to pay your Maintenance Fees according to your preference.

 Choose the Monthly Auto-Pay Option, the Quarterly Option or the Yearly Option.

 Call your Member Services agent or log into your account at vdpcancunmembers.com for information and enrollment details.



PAYMENT INSTRUCTIONS

CREDIT CARDS:

We accept Visa, MasterCard, Discover, or American express. Pay online at www.resortcom.com or a member services agent can process your payment over the phone without any additional fees.

BANK DEPOSITS (RAP):

You have the option to submit your monthly loan payments conveniently through your bank. To get your personal RAP (Receipt of Automatic Payment) information please contact your Member Services Specialist toll-free at 866-668-9261 to generate and provide you with this code.

WIRE TRANSFERS:

For all wire transfers, your account number must be on the wire instructions so that your payment may be properly credited. Your account number is located at top of the letter included with this package.

If your payment will be made by wire transfer, please send your wire to the following bank accounts:

FOR DOWN PAYMENTS:

Send to:	Citibank #653 - Solana Beach 740 Lomas Santa Fe Dr. Solana Beach, CA 92075
Bank Routing (ABA) Number:	3222-7172-4
Bank Account Name:	VDP Cancun DP Reco
Bank Account Number:	204609432

MONTHLY PAYMENTS AND CASH OUT PAYMENTS:

Send to:	Citibank #653 - Solana Beach 740 Lomas Santa Fe Dr. Solana Beach, CA 92075
Bank Routing Number:	3222-7172-4
Bank Account Name:	VDP Cancun Trust
Bank Account Number:	202622510

IMPORTANT NOTE: Please Include Account Number with Wire Transfer

CANCUN MEMBER BENEFITS

BENEFIT

DESCRIPTION

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 Member Rental Program
- One Cancellation Fee Waived Per Year
- Split Weeks - minimum two night stay
- Added Flexibility in Booking Season and Unit Type
- Daily Use Available Upon Availability

ELITE/RESIDENCE CLUB

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

PREFERRED POINTS

- Additional Preferred Points available for the cost of the Maintenance Fee.

MODIFYING YOUR RESERVATION

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

DEADLINES / TERMS

FEE

CONTACT

VPA Members
Only - Deadlines for
Reservations and Vacation Banking.

VPA membership offers
many benefits that are not
fee-based

Cancun VPA Members:
866-668-9261
619-209-5944

VPA Deadline
November 1

vdpcancunmembers.com

Elite Members
Only - Deadline for
Reservations and Vacation Banking

Elite membership offers
many benefits that are not
fee-based

ELITE/RESIDENCE CLUB:
1-866-303-9052

Deadline: November 1

vdpcancunmembers.com

- Equal to the number of points owned
- Use between May and October each year until expiration of contract
- Can be exchanged with Interval International
- Can be booked 12 months out

Maintenance Fee Rate

Cancun VPA Members:

866-668-9261
619-209-5944

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:

866-668-9261
619-209-5944

CANCUN MEMBER BENEFITS

BENEFIT

DESCRIPTION

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
- Biennial members can only bank to the next use year

VACATION BORROWING

- Borrow up to 5 years of your vacation points to use during the current year
- Biennial members can only borrow to the next use year

EXCHANGE

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

ADDITIONAL NIGHTS

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

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).

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

DEADLINES / TERMS**FEE****CONTACT**

VPA Deadline: November 1

No Vacation Bank fee for
VPA Members,

\$70 After Deadline

Cancun VPA Members:

866-668-9261
619-209-5944

Some restrictions may apply in first year
of membership.

No Vacation Borrow fee for
VPA Members

Cancun VPA Members:

866-668-9261
619-209-5944

Terms and Conditions available from
exchange company directly.

Interval International Fees
Apply

Interval International:
www.intervalworld.com
(800) 634-3415

Subject to availability

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

Cancun VPA Members:

866-668-9261
619-209-5944

Guest must be at least 25 years of age.

There will be a \$500 deposit for guests
under 25.

Cancun VPA Members:

866-668-9261
619-209-5944

Suggested to schedule transportation
at least 14 days prior to arrival.

Varies by resort. Please call
Member Services for
information.

Cancun VPA Members:

866-668-9261
619-209-5944

CANCUN MEMBER BENEFITS

BENEFIT	DESCRIPTION
MEAL PACKAGES SPA PACKAGES SPECIALTY BASKETS	<ul style="list-style-type: none">• 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
MEDICAL TRAVEL PROTECTION	<ul style="list-style-type: none">• (On Call International) Peace of mind when you travel. Coverage with the use of your time at any resort in the world
MAINTENANCE FEE PAYMENT OPTIONS	<ul style="list-style-type: none">• Installment plan to pay maintenance fees in 4 quarterly payments• Installment plan to pay maintenance fees in monthly payments
ACCELERATED USE BENEFITS	<ul style="list-style-type: none">• All VPA benefits, PLUS:• Accelerated use benefits
POINTS REDEMPTION PROGRAM	<ul style="list-style-type: none">• Ability to use points to purchase resort products and services in addition to booking reservations.• Program includes all-inclusive meal plans, spa services, resorts services, and in-room amenities.• Items may be purchased in advance or on property.• Menu of items is available online at vdpcancunmembers.com

DEADLINES / TERMS**FEE****CONTACT**

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:

866-668-9261
619-209-5944

You are automatically enrolled as a Cancun member

VPA Members - Free

Cancun VPA Members:

Upgrades are available.

Upgrade benefits- \$15

866-668-9261
619-209-5944

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:

866-668-9261
619-209-5944

Allows you to borrow up to 5 years from the back of your contract. Some restrictions may apply

MF due at current year rate

Cancun VPA Members:

866-668-9261
619-209-5944

Cash requirement – At least 50% of each service must be paid for in cash with points being used for the remaining balance.

Prices vary per product or service purchased, and differ by resort.

Cancun VPA Members:

866-668-9261
619-209-5944

There are no service charges in addition to item cost.

ONLINE RESOURCES

Villa Group, UVCI & ResortCom

CLICK ON ANY OF THE BELOW LINKS TO FIND OUT DETAILED INFORMATION ON SUBJECTS COVERED IN YOUR VACATION GUIDE.



INTRODUCTION TO RESORTS

The Villa Group Family of Resorts

Villa del Mar Beach Resort & Spa

Villa del Palmar Beach Resort & Spa Puerto Vallarta

Villa del Palmar Beach Resort & Spa Flamingos

Villa del Palmar Beach Resort & Spa Cabo San Lucas

Villa del Arco Beach Resort & Spa Cabo San Lucas

Villa del Palmar Cancun Luxury Beach Resort & Spa

Villa del Palmar Beach Resort & Spa at the Islands of Loreto

Garza Blanca Preserve Resort & Spa

ADDITIONAL MEMBER BENEFITS

Exchange Company – Interval International

Referral Program

Eagle's Wings Foundation

On Call Travel Protection



Club Caribe
Cancún

www.clubcaribe.com

Toll Free USA/CAN

1 866 668 9261