



GARZA BLANCA  
RESIDENCE CLUB



# MEMBERSHIP 101 CLASS



# Topics

- I. Evolution
- II. Structure
- III. Membership Benefits
- IV. Garza Blanca Residence Club & Elite Program
- V. Open for Questions

# The Evolution

2009

Villa Preferred Access  
All Resorts  
All Future  
Any Season  
Any Size  
Any Length of Stay  
Any Combination of Suites  
Points Calendar

2009

Club Caribe  
All Villa Group and Tafer Resorts  
All Future  
Any Season  
Any Size  
Any Length of Stay  
Any Combination of Suites  
Points Calendar

2011

Garza Blanca Residence Club  
Cancun and Garza Blanca Resorts  
All Future  
Any Season  
Any Size  
Any Length of Stay  
Any Combination of Suites  
Points Calendar

2014

Hotel Mousai  
Cancun, Garza Blanca and Mousai (Mousai Restrictions apply)  
All Future  
Any Season  
Any Size  
Any Length of Stay  
Any Combination of Suites  
Points Calendar

2018

Coming Soon  
Garza Blanca  
Los Cabos  
Garza Blanca Cancún

Future Developments

Garza Blanca  
Riviera Maya  
Expansion of Garza Blanca Puerto Vallarta

# The Team

## Resorts



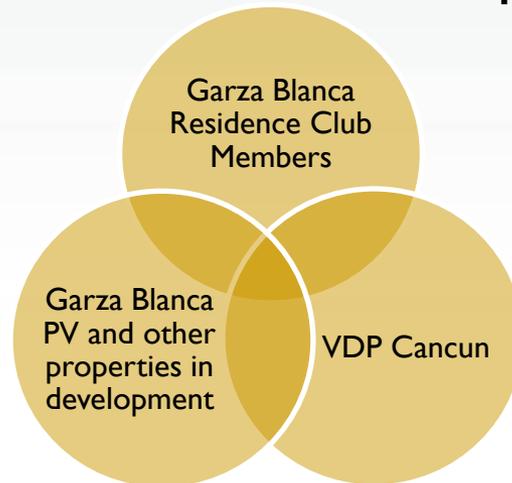
UVCI hires ResortCom to provide member services reservations payment



# Where Can I Use My Points?

Garza Blanca Residence Club is affiliated with Tafer Resorts and has use rights in all existing and developing Tafer Group properties.

- Garza Blanca Club members can use Garza Blanca, VDP Cancun, Hotel Mousai and Garza properties in development. They can use Garza Blanca and VDP Cancun points to book.
- Garza Blanca points may NOT be used at Villa del Palmar Resorts in Puerto Vallarta and Cabo, or in Loreto. If a Garza Blanca member also has Club Caribe (VPA Cancun) points, those VPA Cancun points can be used at Villa Group Resorts.



# Reservations

## Garza Blanca Residence Club Members

- Reservations: Can be made at any Tafer resort **24 months** in advance
- Banking Deadline: Nov. 1<sup>st</sup>

## Guest Reservations

- You may send a guest to the resort to use your week for a **Guest Certificate Fee** of \$35.
- If your guest is **under the age of 25**, a deposit of **\$500** must be provided.

# Modifying/Canceling Your Reservation

- Members have **one modification/cancellation** per year **with no fee** if **more than 30 days** in advance.
- You can **modify/cancel** your reservation **within 24 hours** after booking your reservation **with no cost**.
- You can **modify/cancel** your reservation **31 days or more** in advance with a **fee of \$100** once you use the benefit of the one free.
- You can **modify/cancel** your reservation **30 days or less** for a **fee of \$200**.
- **Holiday time** – cancellations or modifications over 30 days \$150, 30 days or less \$250
- If you do not show up for your confirmed reservation there is a **No Show** fee of \$250

# Preferred Time (extra week/points)

- GBRC members get a second week/points with their purchase – called Preferred Points
- You only pay the maintenance fee when booking
- You have access to additional points per year for a max use of 14 days
- Reservation time is available from weeks 18 - 43 (May through October)
- At least one member must be present
- Cannot be rented out
- Can be used to trade with RCI
- You can select the size unit you need and pay only the associated maintenance fee (lower size only)
- Cannot be used at Hotel Mousai

# Extending Your Trip

## “Club Time” – Additional Nights in Advance

- Prior to arriving – Members can book extra nights based on availability. Special member pricing based on prorated rack rates

## “Extended Night Stays” – Additional Nights While on Property

- Allowable for GBRC members year-round
- Must be on-site – member can choose:
  - Pay 1/7 of the maintenance fee for the size unit requested – based on resort occupancy (below 80% occupancy)
  - 40% off rack rate – based on resort occupancy

# Room Assignment

- Room assignments are done according to membership type:

**Elite / Club VIP\* / GBRC / Hotel VIP / RCI /  
Hotel / Rentals or Referrals**

- Members cannot request a specific room, building and floor, this is subject to availability upon check-in.

\*MAC Members, Board Members

# FAQ



**Why is there no availability when I call the Club, but I can book nights on websites like Expedia.com?**

**Developer Inventory**

**- VS. -**

**Club Inventory**

Inventory allotments and assignments follow a very thorough process. For every membership sold, the corresponding inventory is moved into the Club allotment. The developers still own all unsold inventory. They make this available for rent through several booking channels. This is why there may be rooms available through other channels but not available to the Club.

# Discount Card/VIP Card

- GBRC members receive a Discount Card at check-in, discounts are approximately 10% on in-house dining, spas and tours.
- The concierge can offer you a VIP card with 15% discount **ONLY** if you go to the Members' Update Presentation. We encourage all members to learn the latest about programs, services and benefits to make sure you are getting the most out of your membership.



# RCI

- You can exchange your week through RCI.
- You will need to call the Club to notify them of your desire to exchange your week and they will help you through the process.
- RCI charges an additional fee of \$239 for the exchange (subject to change).

## **+ Extra Benefits:**

Extra Rentals, Golf Offers, Cruises,  
Dining and Leisure discounts, Getaways

# RCI®

# Travel Protection Plan



Provided by: On Call International

- Travel with the peace of mind that you'll be cared for if a medical emergency should arise that would require the need to be air lifted to the United States or Canada.
- Contact On-Call International for authorization.
- Free for Garza Blanca Residence Club members.
- “On Call” also offers additional protection for \$15USD for medical evacuation when over 100 miles from home. It includes lost luggage protection and other travel benefits.

**[www.oncallinternational.com](http://www.oncallinternational.com)**

# Optional Services

## Airport Shuttle



- You can book a shuttle to and from the airport based on availability at the resort



## Spa Certificates

- You can purchase a discounted Spa Certificate which will allow you to book services with the Spa at a discounted rate. More information at [ResortCom.com](http://ResortCom.com)



## Meal Plans (All Inclusive)

- You can book a meal plan that allows you to eat and drink at our restaurants
- 3 consecutive-day minimum. Everyone in the same room must purchase the meal plan. Children under 12 pay half price. Kids eat free over select dates
- No Kobe Beef, lobster or special drinks included. Tips are included.
- 10% discount on meal plan purchases of 5 nights or more.

# Garza Blanca Residence Club Weekly



## Weekly & Daily *Club Points Plan*

Week	Holiday	Winter	Summer	Winter Odd/Even	Summer Odd/Even
Penthouse 3-Bedroom Beach Prime	22,818	13,187	10,446		
Penthouse 3-Bedroom Beach B	18,052	10,433	8,264		
Penthouse 3-Bedroom Mountain	17,622	10,184	8,067		
Penthouse 3-Bedroom Beach A	17,106	9,886	7,831		
Penthouse 2-Bedroom Mountain	14,773	8,888	7,136		
3-Bedroom Mountain Lock Off	7,171	6,256	4,882		
3-Bedroom Beach Lock Off	6,011	5,188	4,072		
2-Bedroom Mountain Lock Off	5,244	4,828	3,662	4,828	3,662
2-Bedroom Mountain	4,810	4,428	3,359	4,428	3,359
2-Bedroom Beach Lock Off	3,730	3,434	2,605	3,434	2,605
2-Bedroom Beach	3,650	3,360	2,549	3,360	2,549
1-Bedroom Mountain	4,443	3,833	2,962	3,833	2,962
1-Bedroom Beach	3,255	2,808	2,170	2,808	2,170
Penth House Mousai	6,451	5,000	4,166	5,000	4,166
Studio Mousai	3,876	3,000	2,500	3,000	2,500
Studio Beach Prime	2,842	2,200	1,833	2,200	1,833
Studio Mountain	2,361	1,828	1,523	1,828	1,523
Studio Beach	1,727	1,337	1,114	1,337	1,114

# Garza Blanca Residence Club Weekly

Day	Holiday			Winter			Summer			Winter Odd/Even			Summer Odd/Even		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Penthouse 3-Bedroom Beach Prime	2,815	4,741	4,002	1,704	2,445	2,222	1,334	2,074	1,702						
Penthouse 3-Bedroom Beach B	2,227	3,752	3,165	1,348	1,935	1,758	1,055	1,641	1,348						
Penthouse 3-Bedroom Mountain	2,174	3,662	3,090	1,316	1,888	1,716	1,030	1,602	1,315						
Penthouse 3-Bedroom Beach A	2,110	3,555	3,001	1,277	1,835	1,666	1,000	1,555	1,276						
Penthouse 2-Bedroom Mountain	1,753	3,130	2,878	1,127	1,753	1,500	876	1,504	1,252						
3-Bedroom Mountain Lock Off	885	1,490	1,256	808	1,160	1,056	623	970	797						
3-Bedroom Beach Lock Off	742	1,246	1,055	670	964	874	520	807	665						
2-Bedroom Mountain Lock Off	624	1,209	915	583	1,083	830	416	916	666	583	1,083	830	416	916	666
2-Bedroom Mountain	573	1,105	840	534	995	763	382	837	612	534	995	763	382	837	612
2-Bedroom Beach Lock Off	444	860	650	414	770	594	296	651	474	414	770	594	296	651	474
2-Bedroom Beach	435	840	635	406	750	580	290	635	464	406	750	580	290	635	464
1-Bedroom Mountain	523	1,045	783	436	958	695	348	697	525	436	958	695	348	697	525
1-Bedroom Beach	383	766	574	319	702	511	255	510	385	319	702	511	255	510	385
Penth House Mousai	643	1,933	1,303	498	1,500	1,010	415	1,249	842	498	1,500	1,010	415	1,249	842
Studio Mousai	386	1,162	784	299	900	605	250	748	502	249	750	505	208	623	420
Studio Beach Prime	321	733	504	230	642	408	184	549	364	230	642	408	184	549	364
Studio Mountain	267	610	416	190	533	345	152	458	305	190	533	345	152	458	305
Studio Beach	195	446	306	139	390	252	111	334	225	139	390	252	111	334	225

# Points Calendar

- Points are like money! Spend them the way you want.
- You can use them in any size, any season, any length of stay, in any of our resorts.
- It's all about total flexibility. Very easy.
- They get you additional time with no extra cost.
- A “week” is no longer a week.
- Book on a “per night” basis. (minimum 2 nights)

# Garza Blanca Examples ...

## **You Own a Two Bedroom Winter Season**

Point Value = 3,360

### **Option # 2 - One week summer season Studio**

Villa Del Palmar - Cancun (1,000 points)

And

### **One week winter season Studio Mountain**

Garza Blanca - Puerto Vallarta (1,828 points)

And

### **Two week nights summer season Studio**

Hotel Mousai - Puerto Vallarta (250 + 250 = 500 points)

### **Option # 3 – One week holiday season Studio Beach**

Garza Blanca - Puerto Vallarta (1,727 points)

And

### **A weekend summer season 2 bedroom beach**

Villa Del Palmar - Cancun (550 + 400 = 950 points)

And

### **Two week nights winter season Studio**

Hotel Mousai - Puerto Vallarta (299 + 299 = 598 points)

# Points Redemption Program

- Pay as little as 40% cash and use points to pay for products and services at the resort.
- Can be used for All Inclusive Meal Plans, Spa Services, Resort Services, and In Room Amenities.

Garza Blanca Vacation Possibilities	Your Points	Examples of Cash Requirements	Your Value
<b>Live in Luxury</b> <i>Reserve a beautiful two bedroom suite in Garza Blanca for 7 nights</i>	3,650	- 0 -	\$3,510
<b>Dining Pleasures</b> <i>Purchase a Five Day Meal Plan for Two</i>	1,466	\$420	\$1,050
<b>Pamper Those You Love</b> <i>Purchase spa services in advance and save. She deserves a massage!</i>	292	\$84	\$209
<b>Elevate your Stay</b> <i>Enjoy special amenities in your suite during the week of your stay.</i>	279	\$80	\$200
<b>Celebrating a Special Occasion</b> <i>Surprise the special person with an Anniversary Package upon arrival.</i>	80	\$23	\$57
<b>Total Cost</b>	<b>6,067</b>	<b>\$607</b>	<b>\$5,026</b>

# Accelerated Use

- Only for annual contracts.
- In any year you can accelerate up to 1 year from the back of your contract for a total of 2 years.
- Reservations can be made up to 24 months in advance.
- Accelerated points may not be used during certain holiday and blackout periods, unless Gold or Platinum.
- Preferred Points may not be accelerated.
- At time of obtaining any accelerated points, member must pay in full all the Maintenance Fees for those Accelerated Points.



# Biennial Membership

- Biennial Members are NOT entitled to use Accelerated Points benefits.
- Biennial Members may only bank or borrow Club Points into the next use period.
- Biennial Members may only split a use period, or banked or borrowed club points, for season upgrades and not for suite size upgrades.
- Consistent with the Governing Documents, a Biennial Member may rent up to 50% of the amount of Club Points owned.

# Elite Program

- Elite (5,000 Points)
- Elite Gold (10,000 Points)
- Elite Platinum (15,000 Points)

## **A Sample of Elite Program Benefits:**

- 30, 60 & 90-day booking windows above all members and 1-800 ELITE number
- Free unit upgrade 7-14 days prior to arriving (subject to availability)
- Nightly turndown service
- Complimentary private transportation
- Early check-in and late check-out (subject to availability)
- Upgrade room amenities
- \$200 - \$400 resort credit for Gold and Platinum members (benefit must be used during one trip). Cannot be rolled over.

# Term Definitions

In this presentation, the following capitalized terms have the meanings ascribed opposite to them.

**Bank/Banking** - The act of saving an unused Use Period in the Vacation Bank for use in later years up to the number of years allowed in the Rules and Regulations.

**Borrow/Borrowing** - The act of borrowing time from years in the future to be used in the current Calendar Year.

**Accelerated Points** - Accelerate the use of Use Periods or Club Points from the end of the contracted Use Period or Club Points under a Annual Membership (“Accelerated Points”). Accelerated Points does not exceed a total of 2 years for the then current Calendar Year. Rules for Gold and Platinum members vary.

**Deposit** – Gives the member the ability to use their week for resort exchange and hotel exchange.

**Exchange Company Program** - Means a service provided by an External Exchange Company whereby Members may exchange their Use Periods in Club Projects.

**Preferred Time** - Extra non-contracted points available under certain conditions. May only purchase up to what they own a year (Only to be used during the Summer) at least one contracted member or co member **MUST** check-in. May only be used to purchase up to 14 consecutive nights. Cannot be used at Hotel Mousai.

**Wait List** - In order to accommodate high levels of use and demand for certain period of the Calendar Year for certain Projects, the Club Manager shall have the right to establish a special reservation wait list for those days which are unavailable to the Members due to heavy booking.

**Optimal Use** - Refers to the use of the value of the points purchased. Member is not limited to the use indicated in the “Optimal Use” (explained in exhibit A of the contract) as club points may be used in any type or suite or any Season as referred to in the club Use Schedule and Points Table. Holiday rules apply.