



MEMBER VACATION  
· GUIDE ·

*Stay for a day, a week, or a lifetime*





Garza Blanca Resort & Spa Los Cabos  
Baja California Sur



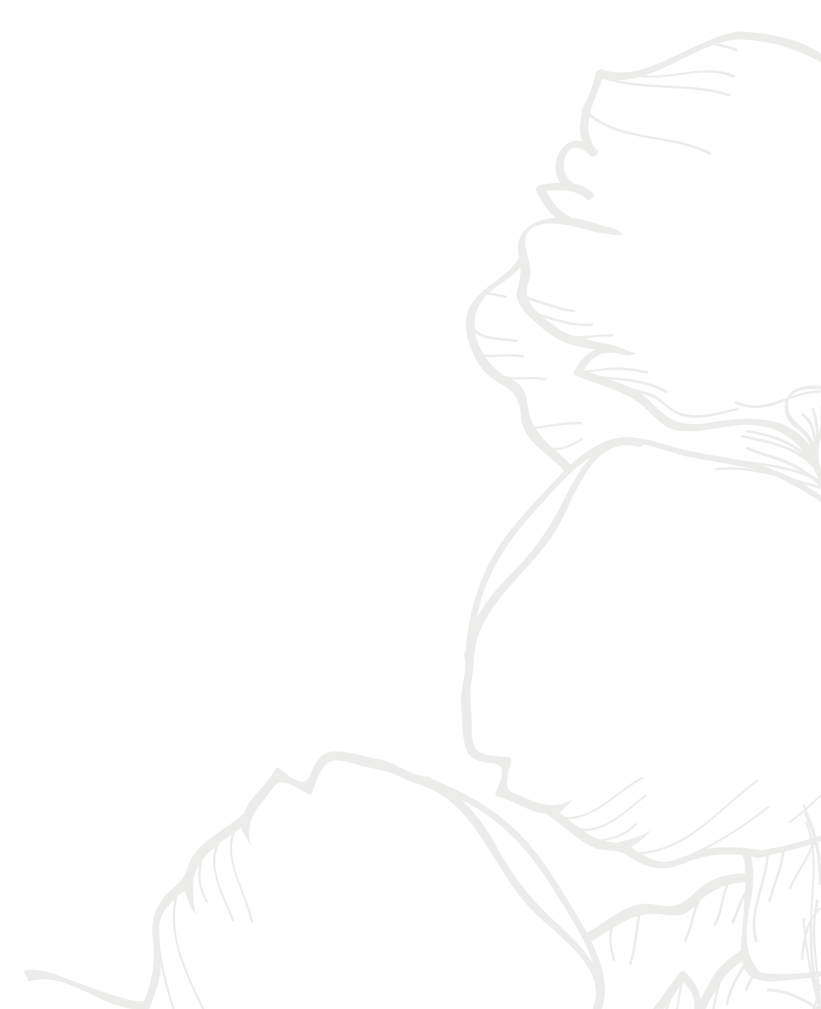
**DEAR**  
*TAFER Residence Club Member,*

Congratulations! We are pleased to welcome you 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 [www.taferresidenceclub.com](http://www.taferresidenceclub.com). Here you can search for information pertaining to your Club membership. You can also access your account to make payments, check the status of your points and review your club rules and regulations.

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

Sincerely,



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Playa Escondida  
Punta Miita, Nayarit.

# Your Servicing Companies

Now that you're a member of TAFER Residence Club, 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 TAFER Resorts, UVC International and ResortCom International. Let's take a moment to get you acquainted with the roles of each company.



Old Town Puerto Vallarta  
Puerto Vallarta, Jal.

## TAFER Resorts

is a forward thinking leisure and hospitality company with an ever-growing and evolving collection of awardwinning hotels, resorts and boutique villas. While it currently continues to develop, manage and operate a variety of leisure and hospitality products and services within Mexico, TAFER maintains a global vision for expansion.

## UVC International (UVC)

is the umbrella organization that oversees the various Resort Clubs (member associations). UVC is responsible for management of the Clubs' rules, regulations & bylaws, member communications, and servicing our member base. UVC also oversees ResortCom, the off-site servicing company that handles the bulk of member servicing, reservations and billing.

## ResortCom

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



# TAFER *Destinations*

When you bought into TAFER Residence Club, you gained access to all the TAFER Resorts Destinations. Following is a summary of each resort and its unique qualities. Whichever destination you decide is right for your next vacation, a TAFER resort will offer you the opportunity to laze by a pool, walk miles of golden beach, or take part in an 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.





Amidst tropical paradise, Garza Blanca is cradled between the lush green jungle and luminous blue waters of the Pacific Ocean. Directly behind the Residence Club lays the Sierra Madre mountain range, an area still mostly uninhabited; as a result, many flora and fauna remain safe in their natural setting, with minimum human intervention. 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 four-diamond Resort, with the exclusivity and autonomy of a private property with highly experienced staff to meet all of your vacation needs flawlessly.

[puertovallarta.garzablancaresort.com](http://puertovallarta.garzablancaresort.com)







HOTEL MOUSAI  
PUERTO VALLARTA

Hotel Mousai in Puerto Vallarta sets the pace for a new generation of designer hotels, where fresh flirtatious aesthetics and cutting-edge comfort will inspire you to live sensationally. An eclectic yet precise fusion of imagination, contemporary design and inventive functionality generates spaces of artistic magnitude and dazzling personality - a gallery of experiences and creativity. Each area is its own showcase, each room is a distinct work of art, each space evokes emotion and character, and each member becomes part of Hotel Mousai's uniquely lavish fabric.

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



Embraced by the shimmering forestcovered Sierra Madre Mountains, this magical lakeside resort with luxury cabins and first class leisure facilities offers unique encounters with both nature and comfort. 27 luxury cabins pepper the lakeside, hidden amongst the trees like the enchanted dwellings found in fairy tales. In addition to relaxing and appreciating the wonders of nature, the resort offers a host of free activities and non-motorized water sports.

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





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 enjoy the breeze. The Village Spa offers the ultimate in relaxing spa treatments in a beautiful and unique tropical indoor/outdoor environment.

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



This five star property sits on a stunning beach located between San Jose del Cabo and Cabo San Lucas, an area renowned for its expansive desert scenery and majestic mountains. Unforgettable vacation experiences await in a relaxed yet sleek atmosphere. Chic spaces tailored for every mood, occasion, and generation create a vibrant oasis where vividly attentive service and personalized pampering are delivered with passion and integrity by highly experienced staff. With unrivalled accommodations, amenities, and modern hospitality technology, Garza Blanca Los Cabos redefines the experience of luxury for even the most discerning travelers.

[cabo.garzablancaresort.com](http://cabo.garzablancaresort.com)





GARZA BLANCA  
RESORT & SPA  
CANCÚN

Garza Blanca Cancún is planned to have 400 suites and will be built in a horseshoe conformation to ensure the most impressive Caribbean Sea views and most comfortable access to all of the planned facilities including multi-leveled pools, restaurants, bars, a world-class spa and more. The location of this new resort brings additional benefits, being situated in a quieter neighborhood of Cancun, accompanying the region's most sophisticated hotels as well as within minutes of the El Meco Mayan archaeological site and Playa Mujeres Golf Course.

[cancun.garzablancaresort.com](http://cancun.garzablancaresort.com)



Garza Blanca Riviera Maya is in the advanced planning stages on an exclusive part of the Caribbean coastline between Playa del Carmen and Cancun in the Mexican state of Quintana Roo. The site for the Garza Blanca Resort & Spa in the Riviera Maya is in a privileged location just 10 minutes from Playa del Carmen and about 30 minutes from Cancun International airport. This new resort promises unique and spellbinding experiences for guests of all ages, and will make the perfect honeymoon escape, family vacation or friends getaway for guests seeking the ultimate Caribbean vacation at the beach in Riviera Maya, Mexico.

[rivieramaya.garzablancaresort.com](http://rivieramaya.garzablancaresort.com)



# Member Benefits



## Exchange Company – RCI Signature Selections

To exchange your time for a vacation at another resort around the world, see the exchange company's directory of resorts at [www.rci.com](http://www.rci.com) for locations and exchange information. Make your initial reservation by calling Member Services at **855-310-9634** USA/Can or **001 866 550 3602** Mexico, and please let the Member Services Agent know you desire to make an exchange.

## Referral Program - Friends Count!

Be a hero! Recommend a friend with Tafer Residence Club exclusive referral program, Friends Count! and surround yourself with kindred spirits inspired by quality and good times ahead. All you have to do is introduce your friends and family to the incredible rewards program and you will open doors to fantastic vacation experiences in paradise to your favorite people. Because sharing works both ways, to thank you for your loyalty and recommendations you will become entitled to receive Friends Count! rewards (cash substitute) for eligible referrals that attend a Tafer Residence Club Sales Presentation. Redeem your rewards and use towards making paradise just a little bit more perfect. Sharing becomes a win/win scenario at TAFER Residence Club. Start today by calling 877-261-0480 or email [friendscount@taferresidenceclub.com](mailto:friendscount@taferresidenceclub.com).

## Pre-Arrival Concierge Services

Our Personal Concierge team will help you create the vacation of your dreams every time you visit one of the TAFER Resorts. 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 transportation to the resort, booking 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 Services *Directory*

## Resortcom International

P.O. Box 96058

Las Vegas, NV 89193

Phone(USA/CAN): 855-310-9634

Phone(MEX): 001 866 550 3602

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](mailto:memberservices@resortcom.com)

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

## Member Services

USA/CAN : 855-310-9634

MEX: 001 866 550 3602

Your member services team is here to help you with all that is related to your TAFER Residence Club 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.TAFERresidenceclub.com](http://www.TAFERresidenceclub.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 stay up to date with news from the different resorts on the [www.TAFERresidenceclub.com](http://www.TAFERresidenceclub.com) website. Here are other helpful things you'll find there:

- FAQ's
- Print a confirmation letter
- Current Promotions
- Club Information
- Suite layouts
- Monthly Blog
- Referral Program
- Resort Destination Information





## 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 TAFER Residence resorts. 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.



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 purchase the travel protection program at the time of your maintenance fee payment. For TAFER Residence Club members: the standard version of this program is already included as part of your membership. TAFER Residence Club 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 **855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)** for more information.



Eagle’s Wings is a private Foundation created over ten years ago by the Developer 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 schoolbuilding projects. The foundation appreciates your donations and continued support. To make a donation visit: [www.eagles-wings-foundation.org](http://www.eagles-wings-foundation.org)

# Important Maintenance Fee *Payment Information*

October 1 St	November 30 Th	December 1 St
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 [resortcom.com](http://resortcom.com)

**Questions?**

Call your Member Services agent or log into your account at [resortcom.com](http://resortcom.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\*. \*Additional service fees apply.



Call your Member Services agent or log into your account at [resortcom.com](http://resortcom.com) for information and enrollment details.

# Payment Instructions

## Credit Cards:

We accept Visa, MasterCard, Discover or American express. Pay online at [www.resortcom.com](http://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. Members in Mexico can get their personal RAP (Receipt of Automatic Payment) information by contacting a Member Services Specialist at toll-free **855-310-9634** (USA/CAN) / **001 866 550 3602** (MEX).

## 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:

Send to:	Physical Address	Mailing Address
	Citibank #653 - Solana Beach 740 Lomas Santa Fe Dr. Solana Beach, CA 92075	Citibank CBO Services P.O. Box 769018 San Antonio, TX 78245

**Bank Routing (ABA) Number: 3222-7172-4**

### Down Payments

Bank Account Name: VDP Cancun DP Reco  
Bank Account Number: 204609432

### Maintenance Fee

Bank Account Name: Tafer Residence Club MF  
Bank Account Number: 207289422

### Monthly Payments & Cashout Payments

Bank Account Name: Tafer Residence Club MP  
Bank Account Number: 207289356

### Reservations

Bank Account Name: Tafer Residence Club RSV  
Bank Account Number: 207289406

**Important Note:** Please Include Account Number with Wire Transfer.

In case of International Wire Transfer please call ResortCom USA/CAN 1855 310 9634,  
MEX 001 866 550 3602



# TAFER Benefits Chart



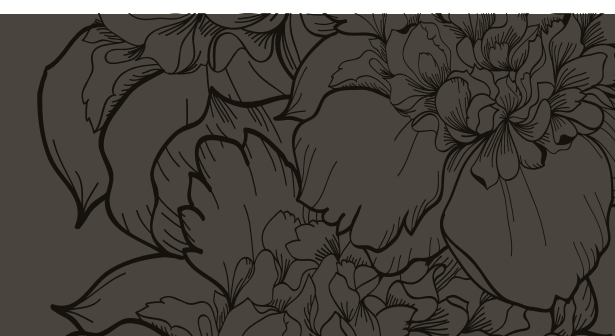
Benefit	Description	Deadlines / Terms	Fees	Contact
<b>TAFER Residence Club</b>	<ul style="list-style-type: none"> <li>• TRC Member Exclusive Toll Free 800 Number</li> <li>• TRC Member Check-In Desk/Multi-Day Check-In</li> <li>• Member Card Benefits and Discounts</li> <li>• Member Medical Travel Protection (On Call International)</li> <li>• Save and Borrow Up to 5 years (Biennial Members Up to 1 year)</li> <li>• Preferred Time Use for Pro-Rated Maintenance Fee</li> <li>• Member Priority Reservations - 24 Month Booking Window</li> <li>• Priority Room Assignments &amp; Suite Exchanges</li> <li>• One Cancellation Fee Waived Per Year</li> <li>• Split Weeks - minimum two night stay</li> <li>• Added Flexibility in Booking Season and Unit Type</li> <li>• Daily Use Available Upon Availability</li> </ul>	<p>TRC Members Only - Deadlines for Reservations and Vacation Banking.</p> <p>TRC Deadline November 1</p>	TRC membership offers many benefits that are not fee-based	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p> <p><a href="http://www.taferresidenceclub.com">www.taferresidenceclub.com</a></p>
<b>Elite Members</b>	<ul style="list-style-type: none"> <li>• All TRC benefits listed above, PLUS:</li> <li>• Additional booking windows</li> <li>• Wait listed reservations</li> <li>• VIP resort amenities and check-in</li> <li>• Auto upgrades prior to check-in, based on availability</li> </ul>	<p>Elite Members Only - Deadline for Reservations and Vacation Banking</p> <p>Deadline: November 1</p>	Elite membership offers many benefits that are not fee-based	<p>TAFER Elite Members: USA / CAN 1.855.207.2032 MEX 1.866.550.3602</p> <p><a href="http://www.taferresidenceclub.com">www.taferresidenceclub.com</a></p>
<b>Preferred Points</b>	<ul style="list-style-type: none"> <li>• Additional Preferred Points available for the cost of the Maintenance Fee.</li> </ul>	<ul style="list-style-type: none"> <li>• Equal to the number of points owned</li> <li>• Use between May and October each year until expiration of contract</li> <li>• Can be exchanged with RCI</li> <li>• Can be booked 12 months out</li> </ul>	Maintenance Fee Rate	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Cancelling Reservation</b>	<ul style="list-style-type: none"> <li>• Members with a reservation, but needing to cancel existing reservation</li> </ul>	<p>May cancel one reservation per year at no cost if more than 30 days in advance.</p> <p>Within 24 hours: More than 30 days in advance: 30 days or less in advance: No Show Fee:</p>	<p>No Charge</p> <p>\$100</p> <p>\$200</p> <p>\$250 *Additional fees may apply for Holiday Season reservations</p>	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>

# TAFER Benefits Chart



Benefit	Description	Deadlines / Terms	Fees	Contact
<b>Modifying Reservation</b>	<ul style="list-style-type: none"> <li>Members with a reservation, but needing to modify existing reservation</li> </ul>	<p>May modify one reservation per year at no cost if more than 30 days in advance.</p> <p>Within 24 hours: More than 30 days in advance: 30 days or less in advance:</p>	<p>No Charge \$100 \$200 *Additional fees may apply for Holiday Season reservations</p>	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Vacation Bank</b>	<ul style="list-style-type: none"> <li>Save any points you are unable to use in the current year to the next year, for up to 5 years. (Select memberships entitled to automatic banking).</li> <li>ALL members must call by the deadline to Vacation Bank.</li> <li>Points are NOT automatically banked. If week is already expired, reinstatement fee applies</li> <li>Biennial members can only bank to the next use year</li> </ul>	TRC Deadline: November 1	<p>No Vacation Bank fee for TRC Members, \$70 After Deadline</p>	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Vacation Borrowing</b>	<ul style="list-style-type: none"> <li>Borrow up to 5 years of your vacation points to use during the current year</li> <li>Biennial members can only borrow to the next use year</li> </ul>	Some restrictions may apply in first year of membership.	No Vacation Borrow fee for TRC Members MF due at current year rate	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>Exchange your week to over 3,000 worldwide resorts through RCI.</li> </ul>	Terms and Conditions available from exchange company directly.	RCI Fees Apply	<p>RCI: www.rci.com 1-800-338-7777</p>
<b>Additional Nights</b>	<ul style="list-style-type: none"> <li>Book one or more nights in addition to the time that you own. Allows for extended trips!</li> </ul>	Subject to availability	Members receive discounted rates	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Guest Certificates</b>	<ul style="list-style-type: none"> <li>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).</li> </ul>	<p>Guest must be at least 25 years of age. There will be a \$500 deposit for guests under 25.</p>	\$35.00	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>
<b>Airport Shuttle Service</b>	<ul style="list-style-type: none"> <li>Shuttles are available from the airports directly to the TAFER Resorts properties.</li> <li>Please be sure to present vouchers</li> </ul>	Suggested to schedule transportation at least 14 days prior to arrival.	Varies by resort. Please call Member Services for information.	<p>TAFER Members: 1-855-310-9634 (USA/CAN) 001 866 550 3602 (MEX)</p>

# TAFER Benefits Chart



Benefit	Description	Deadlines / Terms	Fees	Contact
<b>Meal Packages</b> <b>Spa Packages</b> <b>Specialty Baskets</b>	<ul style="list-style-type: none"> <li>• Pre-book all of your Meal Packages and Spa services, packages are available for each resort</li> <li>• You can order a special basket for a Honeymoon, Anniversary or Birthday</li> <li>• Have your room pre-stocked with wine, beer, chips, fruit and other specialties when you arrive</li> </ul>	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	Tafer Members: 1-855-310-9634(USA/CAN) 001 866 550 3602 (MEX)
<b>Travel Protection Plan</b>	<ul style="list-style-type: none"> <li>• (On Call International) Peace of mind when you travel. Coverage with the use of your time at any resort in the world</li> </ul>	You are automatically enrolled as a TRC member Upgrades are available.	TRC Members - Free  Upgrade benefits- \$15	Tafer Members: 1-855-310-9634(USA/CAN) 001 866 550 3602 (MEX)
<b>Maintenance Fee Payment Options</b>	<ul style="list-style-type: none"> <li>• Installment plan to pay maintenance fees in 4 quarterly payments</li> <li>• Installment plan to pay maintenance fees in monthly payments</li> </ul>	Members must re-enroll each year in the Monthly or Quarterly payment plan, and return consent forms by deadline for validation.	Fees Vary	Tafer Members: 1-855-310-9634(USA/CAN) 001 866 550 3602 (MEX)
<b>Accelerated Use Benefits</b>	<ul style="list-style-type: none"> <li>• All TRC benefits, PLUS:</li> <li>• Accelerated use benefits</li> </ul>	Allows you to borrow time from the back end of your contract. Some restrictions may apply.	MF due at current year rate	Tafer Members: 1-855-310-9634(USA/CAN) 001 866 550 3602 (MEX)
<b>Points Redemption Program</b>	<ul style="list-style-type: none"> <li>• Ability to use points to purchase resort products and services in addition to booking reservations.</li> <li>• Program includes all-inclusive meal plans, spa services, resorts services, and in-room amenities.</li> <li>• Items may be purchased in advance or on property.</li> </ul>	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.  There are no service charges in addition to item cost.	Tafer Members: 1-855-310-9634(USA/CAN) 001 866 550 3602 (MEX)

# Online Resources

Click On Any Of The Below Links To Find Out Detailed Information On Subjects Covered In Our Vacation Guide

## TAFER residence club, TAFER Resorts, ResortCom & RCI



## Introduction To Resorts



## Additional Member Benefits

- Exchange Company – RCI Signature Selections
- Referral Program
- Eagle's Wings Foundation
- On Call Travel Protection







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

TOLL FREE USA/CAN:

855 310 9634

TOLL FREE MEXICO:

001 866 550 3602