



# *Owner's Manual*

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# Welcome to the Garza Blanca *Residence Club*

The Garza Blanca Residence Club welcomes you to a whole new way to vacation. We are excited to have you as a new member. You will often hear from ResortCom International who is our partner in helping you experience this exciting new way to enjoy your leisure and vacation time. The Garza Blanca Residence Club is dedicated to providing the ultimate in vacation programs, flexibility of benefits and services for the length of your membership. We are confident that you will find your vacation purchase an excellent choice.

We have developed many flexible benefits and services to help you manage and enjoy your membership as your vacation needs change from year to year. Be sure to keep an eye out for your Newsletter where you will find information on how to use the many benefits, updates from the resorts, along with photos and information on your fellow members (and new friends!). We look forward to hearing your suggestions as well.

Along with our partners, we will assist you with reservations, changes to existing reservations and general member services including clarification on the details of your purchase and/or mortgage payments, using your exchange benefits, or any other questions you may have about Garza Blanca. You need only call 1-877-722-4592. Remember, the further in advance you plan, the more you will be able to take advantage of all the options available to you. You will find a full explanation of all your benefits in the enclosed Guide. Of course, a call to Member Services is always a great way to learn about all the ways you can enjoy the Garza Blanca Residence Club.

Your annual maintenance fees are a way to help keep your resorts beautiful, well maintained and staffed with helpful, friendly people. You will receive your first maintenance fee bill shortly, and it is due upon receipt. After that, bills are mailed in October and due no later than December 1st. If you have any questions about maintenance fees, or any other operational features of your membership, be sure to contact Member Services.

Your membership is simple, flexible and easy to use... especially when you know what it's all about. So sit back, relax and have fun... Garza Blanca will help you open the door to a whole new world of vacation possibilities.

**Enjoy your privileges,  
Garza Blanca Residence Club**

Reservation as

*Simple as 1 2 3!!*

**1** Reservations should be made at least 60 days prior to your planned arrival date. If you want to change your reservation you must do so 60 days before your check-in day.

**2** If you do not wish to use your Club Points a particular Calendar year you must bank them before November 1st of that year.

**3** All reservations can be made by calling 1-877-722-4592. This number is also a toll-free call from Mexico.

**4** Representatives are available Monday thru Friday from 7:30 am to 6 pm PST.

**5** To view your account and/or reservations history or for a simple payment transaction of MF and/or Loan you may also visit [www.resortcom.com](http://www.resortcom.com) and log in with your user name and password.



# Important Reminders

After your reservation has been confirmed, a confirmation will immediately be mailed out to you by email. **THIS DOCUMENT IS REQUIRED TO CHECK-IN AT THE RESORT.**

All fees for the year you are requesting a reservation must be current. This includes depositing your time with one of the exchange companies. Each exchange request is validated for proof of payment, so be sure to have all accounts current prior to submitting your requests.

If you are giving your vacation week(s) to guests, please contact Member Services to inform them of the name of the person to whom you are giving your reservation. Member Services will put this information into your record and forward it to the resort. Fees may apply.

Don't forget to use or save all your vacation weeks or points each year. For assistance, contact the Club.



## Dates & *Deadlines*

### **OCTOBER 1 - 30**

Maintenance Assessment bills mailed.

### **NOVEMBER 1**

Last day to Vacation Bank Club Points.

### **DECEMBER 1**

Unpaid Maintenance Assessments are delinquent.

### **DECEMBER 15**

Rental Agreement deadline

# Important *Phone Numbers &* Addresses

## **GARZA BLANCA RESIDENCE CLUB**

office at **RESORTCOM INTERNATIONAL, LLC**

Loan payments, Maintenance Fee payments, Address/Phone Changes • Vacation Banking/Borrowing  
Exchange Assistance • Reservations • Upgrades/Changes • Cape Travel/Aeromovil Transportation

Ph. **1-877-722-4592**

Web Address: **www.resortcom.com**

E-mail: **memberservices@resortcom.com**

## **RESORT PHONE NUMBERS**

**Garza Blanca Preserve Residences**      **Villa del Palmar Cancún**

Carretera a Barra de Navidad KM 7.5

Carretera Punta Sam KM 5200, Mza 9 Sm2

Puerto Vallarta, Jalisco

Cancún, Quintana Roo

Ph. **011-52-322-176-0700**

Ph. **011-52-998-883-9050**

## **EXCHANGE OPTIONS**

**RCI Signature Selections**

**The Registry Collection**

Att'n: RCI Weeks Exchange Request

Att'n: The Registry Collection

P.O. Box 80229 Indianapolis, IN 46280

PO Box 2072 Carmel, IN 46032-2072

Ph: **1-800-338-7777**

Ph: **1-800-548-2300, 1-317-805-9349**

Ph: **1-317-805-9335**

Fax: **1-317-805-9617**

Web Address: **www.rci.com**

Web Address: **www.theregistrycollection.com**



# Maintenance Assessment Billing & Collection Policy

The following is the Maintenance Assessment Billing and Collection Policy of The Garza Blanca Residence Club as adopted by its Board of Directors. The timely payment of maintenance assessments by all Members, Guarantees the highest quality of your vacation experience. As stated in the Rules and Regulations of your Membership, the responsibility 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.

We do not want you to incur any penalties or interest, forfeit the right to use your Membership for any year or even be

subject to permanent forfeiture of your Membership. If you have any questions, please don't hesitate to call or write.

## **OCTOBER 1**

Each year, maintenance assessment bills are mailed to all members for the following year's assessment. Payment is delinquent if not received by December 1.

## **DECEMBER 1 Delinquency Date**

- 1.- Delinquency Notice mailed to all Members who have not paid.
- 2.- Reservation request will not be accepted from owners of Garza Blanca Residence Club Memberships. Modifications to Fixed Weeks reservations may be disabled as well as Exchange privileges.

- 3.- Reservation confirmations (required for check-in) will not be provided to owners of any Garza Blanca Residence Club Memberships. Existing reservations may be canceled.
- 4.- Unpaid assessments shall automatically be subject to a 12% late charge.
- 5.- There is no guarantee that a use period will be available, during the year when the delinquency occurred.

#### **JANUARY 1**

Members who have not paid forfeit the right to use of the Membership and all delinquent accounts are assessed a \$75 REINSTATEMENT FEE

#### **FEBRUARY 1**

Unpaid assessments shall automatically be subject to interest at the rate of 10% per annum.

#### **FEBRUARY**

Members who have not paid forfeit the right to the Membership.

To facilitate your loan and/or maintenance fee payments easily, Representatives are available Monday thru Friday from 7:30 am to 6 pm PST at **1-877-722-4592**.

Or, to view your account history or for a simple payment transaction of MF and/or Loan you may visit [www.resortcom.com](http://www.resortcom.com) and log in with your user name and password.

**Note:** All new Members will receive their First Maintenance Assessment Billing approximately 30 days after membership processing. This will be due upon receipt.



# Garza Blanca Residence Club

## *Use Calendar*

SEASON	USE WEEK NUMBER	2017
WINTER	1	7-Jan - 14-Jan
	2	14-Jan - 21-Jan
	3	21-Jan - 28-Jan
	4	28-Jan - 4-Feb
	5	4-Feb - 11-Feb
	6	11-Feb - 18-Feb
HOLIDAY	7	18-Feb - 25-Feb
WINTER	8	25-Feb - 4-Mar
	9	4-Mar - 11-Mar
	10	11-Mar - 18-Mar
	11	18-Mar - 25-Mar
	12	25-Mar - 1-Apr
	13	1-Apr - 8-Apr
HOLIDAY	14	8-Apr - 15-Apr
SUMMER	15	15-Apr - 22-Apr
	16	22-Apr - 29-Apr
	17	29-Apr - 6-May
	18	6-May - 13-May
	19	13-May - 20-May
	20	20-May - 27-May
	21	27-May - 3-Jun
	22	3-Jun - 10-Jun
	23	10-Jun - 17-Jun
	24	17-Jun - 24-Jun
	25	24-Jun - 1-Jul
	26	1-Jul - 8-Jul
	27	8-Jul - 15-Jul
	28	15-Jul - 22-Jul
	29	22-Jul - 29-Jul
	30	29-Jul - 5-Aug
31	5-Aug - 12-Aug	
32	12-Aug - 19-Aug	
SUMMER	33	19-Aug - 26-Aug
	34	26-Aug - 2-Sep
	35	2-Sep - 9-Sep
	36	9-Sep - 16-Sep
	37	16-Sep - 23-Sep
	38	23-Sep - 30-Sep
	39	30-Sep - 7-Oct
	40	7-Oct - 14-Oct
	41	14-Oct - 21-Oct
	42	21-Oct - 28-Oct
WINTER	43	28-Oct - 4-Nov
	44	4-Nov - 11-Nov
	45	11-Nov - 18-Nov
HOLIDAY	46	18-Nov - 25-Nov
WINTER	47	25-Nov - 2-Dec
	48	2-Dec - 9-Dec
	49	9-Dec - 16-Dec
HOLIDAY	50	16-Dec - 23-Dec
	51	23-Dec - 30-Dec
	52	30-Dec - 6-Jan

SEASON	USE WEEK NUMBER	2018	
WINTER	1	6-Jan - 13-Jan	
	2	13-Jan - 20-Jan	
	3	20-Jan - 27-Jan	
	4	27-Jan - 3-Feb	
	5	3-Feb - 10-Feb	
	6	10-Feb - 17-Feb	
HOLIDAY	7	17-Feb - 24-Feb	
WINTER	8	24-Feb - 3-Mar	
	9	3-Mar - 10-Mar	
	10	10-Mar - 17-Mar	
	11	17-Mar - 24-Mar	
	HOLIDAY	12	24-Mar - 31-Mar
	13	31-Mar - 7-Apr	
WINTER	14	7-Apr - 14-Apr	
	15	14-Apr - 21-Apr	
	16	21-Apr - 28-Apr	
	17	28-Apr - 5-May	
	18	5-May - 12-May	
	19	12-May - 19-May	
SUMMER	20	19-May - 26-May	
	21	26-May - 2-Jun	
	22	2-Jun - 9-Jun	
	23	9-Jun - 16-Jun	
	24	16-Jun - 23-Jun	
	25	23-Jun - 30-Jun	
	26	30-Jun - 7-Jul	
	27	7-Jul - 14-Jul	
	28	14-Jul - 21-Jul	
	29	21-Jul - 28-Jul	
	30	28-Jul - 4-Aug	
	31	4-Aug - 11-Aug	
	32	11-Aug - 18-Aug	
	SUMMER	33	18-Aug - 25-Aug
		34	25-Aug - 1-Sep
		35	1-Sep - 8-Sep
36		8-Sep - 15-Sep	
37		15-Sep - 22-Sep	
38		22-Sep - 29-Sep	
39		29-Sep - 6-Oct	
40		6-Oct - 13-Oct	
41		13-Oct - 20-Oct	
42		20-Oct - 27-Oct	
WINTER	43	27-Oct - 3-Nov	
	44	3-Nov - 10-Nov	
	45	10-Nov - 17-Nov	
HOLIDAY	46	17-Nov - 24-Nov	
WINTER	47	24-Nov - 1-Dec	
	48	1-Dec - 8-Dec	
	49	8-Dec - 15-Dec	
HOLIDAY	50	15-Dec - 22-Dec	
	51	22-Dec - 29-Dec	
	52	29-Dec - 5-Jan	



**Holiday Season** – President’s Week, Holy Week, Easter Week, Thanksgiving Week, Christmas Week and New Years Week of each Calendar Year.

**Winter Season** – Weeks 1 (January) to 17 (April) and Weeks 44 (November) to 52 (December) of each Calendar Year with the exception of Weeks included in the “Holiday Season”.

**Summer Season** – Weeks 18 (May) to 43 (October) of each Calendar Year.

SEASON	USE WEEK NUMBER	2019
WINTER	1	5-Jan - 12-Jan
	2	12-Jan - 19-Jan
	3	19-Jan - 26-Jan
	4	26-Jan - 2-Feb
	5	2-Feb - 9-Feb
	6	9-Feb - 16-Feb
HOLIDAY	7	16-Feb - 23-Feb
WINTER	8	23-Feb - 2-Mar
	9	2-Mar - 9-Mar
	10	9-Mar - 16-Mar
	11	16-Mar - 23-Mar
HOLIDAY	12	23-Mar - 30-Mar
	13	30-Mar - 6-Apr
HOLIDAY	14	6-Apr - 13-Apr
	15	13-Apr - 20-Apr
	16	20-Apr - 27-Apr
	17	27-Apr - 4-May
SUMMER	18	4-May - 11-May
	19	11-May - 18-May
	20	18-May - 25-May
	21	25-May - 1-Jun
	22	1-Jun - 8-Jun
	23	8-Jun - 15-Jun
	24	15-Jun - 22-Jun
	25	22-Jun - 29-Jun
	26	29-Jun - 6-Jul
	27	6-Jul - 13-Jul
	28	13-Jul - 20-Jul
	29	20-Jul - 27-Jul
	30	27-Jul - 3-Aug
	31	3-Aug - 10-Aug
	32	10-Aug - 17-Aug
	SUMMER	33
34		24-Aug - 31-Aug
35		31-Aug - 7-Sep
36		7-Sep - 14-Sep
37		14-Sep - 21-Sep
38		21-Sep - 28-Sep
39		28-Sep - 5-Oct
40		5-Oct - 12-Oct
41		12-Oct - 19-Oct
42		19-Oct - 26-Oct
WINTER	43	26-Oct - 2-Nov
	44	2-Nov - 9-Nov
	45	9-Nov - 16-Nov
	46	16-Nov - 23-Nov
HOLIDAY	47	23-Nov - 30-Nov
WINTER	48	30-Nov - 7-Dec
	49	7-Dec - 14-Dec
HOLIDAY	50	14-Dec - 21-Dec
	51	21-Dec - 28-Dec
	52	28-Dec - 4-Jan

SEASON	USE WEEK NUMBER	2020
WINTER	1	4-Jan - 11-Jan
	2	11-Jan - 18-Jan
	3	18-Jan - 25-Jan
	4	25-Jan - 1-Feb
	5	1-Feb - 8-Feb
	6	8-Feb - 15-Feb
HOLIDAY	7	15-Feb - 22-Feb
WINTER	8	22-Feb - 29-Feb
	9	29-Feb - 7-Mar
	10	7-Mar - 14-Mar
	11	14-Mar - 21-Mar
HOLIDAY	12	21-Mar - 28-Mar
	13	28-Mar - 4-Apr
HOLIDAY	14	4-Apr - 11-Apr
	15	11-Apr - 18-Apr
	16	18-Apr - 25-Apr
	17	25-Apr - 2-May
SUMMER	18	2-May - 9-May
	19	9-May - 16-May
	20	16-May - 23-May
	21	23-May - 30-May
	22	30-May - 6-Jun
	23	6-Jun - 13-Jun
	24	13-Jun - 20-Jun
	25	20-Jun - 27-Jun
	26	27-Jun - 4-Jul
	27	4-Jul - 11-Jul
	28	11-Jul - 18-Jul
	29	18-Jul - 25-Jul
	30	25-Jul - 1-Aug
	31	1-Aug - 8-Aug
	32	8-Aug - 15-Aug
	SUMMER	33
34		22-Aug - 29-Aug
35		29-Aug - 5-Sep
36		5-Sep - 12-Sep
37		12-Sep - 19-Sep
38		19-Sep - 26-Sep
39		26-Sep - 3-Oct
40		3-Oct - 10-Oct
41		10-Oct - 17-Oct
42		17-Oct - 24-Oct
WINTER	43	24-Oct - 31-Oct
	44	31-Oct - 7-Nov
	45	7-Nov - 14-Nov
	46	14-Nov - 21-Nov
HOLIDAY	47	21-Nov - 28-Nov
WINTER	48	28-Nov - 5-Dec
	49	5-Dec - 12-Dec
HOLIDAY	50	12-Dec - 19-Dec
	51	19-Dec - 26-Dec
	52	26-Dec - 2-Jan


# Garza Blanca Residence Club

## *Use Calendar*

SEASON	USE WEEK NUMBER	2021
WINTER	1	2-Jan - 9-Jan
	2	9-Jan - 16-Jan
	3	16-Jan - 23-Jan
	4	23-Jan - 30-Jan
	5	30-Jan - 6-Feb
	6	6-Feb - 13-Feb
HOLIDAY	7	13-Feb - 20-Feb
WINTER	8	20-Feb - 27-Feb
	9	27-Feb - 6-Mar
	10	6-Mar - 13-Mar
	11	13-Mar - 20-Mar
	12	20-Mar - 27-Mar
	HOLIDAY	13
WINTER	14	3-Apr - 10-Apr
	15	10-Apr - 17-Apr
	16	17-Apr - 24-Apr
	17	24-Apr - 1-May
	18	1-May - 8-May
	19	8-May - 15-May
SUMMER	20	15-May - 22-May
	21	22-May - 29-May
	22	29-May - 5-Jun
	23	5-Jun - 12-Jun
	24	12-Jun - 19-Jun
	25	19-Jun - 26-Jun
	26	26-Jun - 3-Jul
	27	3-Jul - 10-Jul
	28	10-Jul - 17-Jul
	29	17-Jul - 24-Jul
	30	24-Jul - 31-Jul
	31	31-Jul - 7-Aug
SUMMER	32	7-Aug - 14-Aug
	33	14-Aug - 21-Aug
	34	21-Aug - 28-Aug
	35	28-Aug - 4-Sep
	36	4-Sep - 11-Sep
	37	11-Sep - 18-Sep
	38	18-Sep - 25-Sep
	39	25-Sep - 2-Oct
	40	2-Oct - 9-Oct
	41	9-Oct - 16-Oct
	42	16-Oct - 23-Oct
	43	23-Oct - 30-Oct
WINTER	44	30-Oct - 6-Nov
	45	6-Nov - 13-Nov
	46	13-Nov - 20-Nov
HOLIDAY	47	20-Nov - 27-Nov
WINTER	48	27-Nov - 4-Dec
	49	4-Dec - 11-Dec
	50	11-Dec - 18-Dec
HOLIDAY	51	18-Dec - 25-Dec
	52	25-Dec - 1-Jan

SEASON	USE WEEK NUMBER	2022
WINTER	1	1-Jan - 8-Jan
	2	8-Jan - 15-Jan
	3	15-Jan - 22-Jan
	4	22-Jan - 29-Jan
	5	29-Jan - 5-Feb
	6	5-Feb - 12-Feb
HOLIDAY	7	12-Feb - 19-Feb
WINTER	8	19-Feb - 26-Feb
	9	26-Feb - 5-Mar
	10	5-Mar - 12-Mar
	11	12-Mar - 19-Mar
	12	19-Mar - 26-Mar
	HOLIDAY	13
WINTER	14	2-Apr - 9-Apr
	15	9-Apr - 16-Apr
	16	16-Apr - 23-Apr
	17	23-Apr - 30-Apr
	18	30-Apr - 7-May
	19	7-May - 14-May
SUMMER	20	14-May - 21-May
	21	21-May - 28-May
	22	28-May - 4-Jun
	23	4-Jun - 11-Jun
	24	11-Jun - 18-Jun
	25	18-Jun - 25-Jun
	26	25-Jun - 2-Jul
	27	2-Jul - 9-Jul
	28	9-Jul - 16-Jul
	29	16-Jul - 23-Jul
	30	23-Jul - 30-Jul
	31	30-Jul - 6-Aug
SUMMER	32	6-Aug - 13-Aug
	33	13-Aug - 20-Aug
	34	20-Aug - 27-Aug
	35	27-Aug - 3-Sep
	36	3-Sep - 10-Sep
	37	10-Sep - 17-Sep
	38	17-Sep - 24-Sep
	39	24-Sep - 1-Oct
	40	1-Oct - 8-Oct
	41	8-Oct - 15-Oct
	42	15-Oct - 22-Oct
	43	22-Oct - 29-Oct
WINTER	44	29-Oct - 5-Nov
	45	5-Nov - 12-Nov
	46	12-Nov - 19-Nov
HOLIDAY	47	19-Nov - 26-Nov
WINTER	48	26-Nov - 3-Dec
	49	3-Dec - 10-Dec
	50	10-Dec - 17-Dec
HOLIDAY	51	17-Dec - 24-Dec
	52	24-Dec - 31-Dec

# Preferred *Points*

 Each use year, Garza Blanca Residence Club members can use an additional set of points equal to the summer season equivalent of the Optimal Use of Club Points purchased. These points are called Preferred Points.

PREFERRED POINTS when used at a Garza Blanca Residence Club Resort must be used in the months of May through October, weeks 18 through 43.

PREFERRED POINTS can be traded, as full weeks only, through the exchange company and these weeks will trade as high season weeks.

PREFERRED POINTS reservations may be requested up to 12 months in advance and are based upon availability.

At least one Garza Blanca Residence Club Member must be present in order to use a PREFERRED POINTS reservation. They cannot be made in another name or used by anyone not on the Garza Blanca Residence Club Member contract, unless exchanged through the exchange company.

PREFERRED POINTS cannot be rented by the member at any time.

PREFERRED POINTS cannot be banked or borrowed, unless banked through the exchange company.

Garza Blanca Residence Club Members agree to pay the current year maintenance fee for Preferred Points when they choose to use them. They will not be invoiced for the Preferred Points maintenance fee unless they choose to make a reservation using them.

PREFERRED POINTS may not be converted into Club Points.

PREFERRED POINTS or portions thereof, may be combined with Club Points and used to upgrade a unit type 60 days or less prior to the booking date requested. Summer Season only.

Preferred Points may be used to reserve a maximum of two weeks.

PREFERRED POINTS are NOT allowed to be used in Mousai Hotel.



