

# TaraNotes

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Fall Issue: October 2011

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## MESSAGE FROM THE EXECUTIVE DIRECTOR

**Dear TaraNova Members:**

Fall is our busiest time of the year, with invoices being mailed, members banking their weeks, and everyone interested in discovering where they can go for their winter vacations! Our customer service department is hard at work. The phones are ringing off the hook and more people are dropping in to pay their dues. We are always happy to see you, but please make an appointment with club services if you wish to have a personal meeting as we want to be able to take the time to discuss any aspect of your TaraNova membership. It is unbelievable, but already next summer is almost fully booked and members are planning their 2012 fall and winter vacations.

Inside this edition of TaraNotes you will find answers to Frequently Asked Questions including questions on the new RCI banking system. RCI is already accepting 2013 weeks, so plan and book early to ensure you get the vacation of your choice.

I wish to welcome Mac Walker to the Board of Governors. As previously reported, we were looking for a member to take over a board position that was vacant. Mac has been a member of TaraNova for over 20 years, was instrumental in forming the Ad Hoc Members Committee in 1996 and held many TaraNova Social Meetings since 1997. All of us at TaraNova look forward to his opinions and suggestions.

The board has accepted, with regret, the resignation of David Simpson. David has been a TaraNova member for over 19 years and has provided dedication and commitment while sitting on the TaraNova Board of Governors. We thank David for his service on the Board. We all wish you well David! If any TaraNova member is interested in running for the position on the Board of Governors, please call me and I would be happy to discuss this with you.

Together with the TaraNova Vacation Club staff and your Board of Governors, I wish you a healthy, happy New Year and thank you for your continued support of TaraNova Vacation Club.

*Regards, Teresa Knapp*

### TaraNova Members Control the Club

Your Board of Governors exercises jurisdiction over and ultimately controls, not only your resort properties, but approves the annual budget and fully understands how the Club is managed. Every year two Board Members are elected to a three-year term to ensure continuity of experience. There will be three vacancies on the Board for June 2012. The two Directors elected will serve for a 3-year term. John Brunt and Helmut Bayer have indicated they will seek re-election. All members in good standing may seek election. If you are interested in serving on the Board, please notify Teresa Knapp, in writing, prior to December 31, 2011. If there are more than three candidates running for election, a short bio outline on those seeking election will be distributed in the spring mailing along with an election ballot.

## **REQUESTING to RESERVE or BANK your week.**

All requests MUST be made in writing to the club. Please note that by sending your request to more than one of the following avenues for banking, it may compromise your date/time of request. Please send your request only by: e-mail, OR fax, OR regular/delivered mail

### **1. E-Mail Requests to reserve or Bank:**

In order to ensure that the Club receives your requests to bank or reserve your TaraNova week by e-mail, please send to [club@taranova.com](mailto:club@taranova.com). The requests will not be accepted on any one of the other club's direct customer service e-mails. Sending a deposit or reservation request to any TaraNova employee directly to his or her e-mail will not go through to the reservation department and by the time it is forwarded from them to [club@taranova.com](mailto:club@taranova.com) someone else may have already been assigned the week. All inbound e-mails will be recorded at the time they are received at [club@taranova.com](mailto:club@taranova.com) and used as a record of receipt of request.

### **Or** **2. FAX:**

Please send your request to reserve or bank to our fax #416-499-0231. The time when we receive the fax, as per the record on our fax machine, is the time we use as a record for receipt of request.

### **Or** **3. MAIL:**

Please send your request to reserve or bank to our office at 150 Consumers Road, Suite #401, Toronto, Ontario, M2J 1P9. The date of delivery will be the date that is used as a record for receipt of request. (Canada Post, Couriers, Hand delivery).

### **IMPORTANT:**

We receive thousands of pieces of mail and cheques during this season. Please ensure that you have your name and membership number on ALL correspondence. We have many members with the same last name. If any payment is received without a name and membership number, it may not be applied to your account. This could result in your account being delinquent and a late fee assessed to your account.

Send all requests regarding banking, reservation, change of address, general inquires, dues payment by credit card, transfer requests etc. to [club@taranova.com](mailto:club@taranova.com) or by letter to the head office by mail or fax. Please make sure to update all your contact information.

Due to problems with on-line payments that have occurred at other associations causing accounts to be frozen, the board decided to protect TaraNova and its members. TaraNova is not currently offering on-line banking payment services. Payment cannot be made via e-mail transfer. E-mail is only available to provide credit card information and confirmation of the amount to be processed.

We DO NOT have on-line banking facilities or the ability to accept e-mail transfer payments.

## FAQ

When I purchased my membership it was for a 2-bedroom unit that would sleep 6 people. I was very pleased when I went to Costa Rica and found that we had 3 bedrooms in a large 2-storey unit.

*All TaraNova memberships are for a minimum of 2-bedroom units that sleep 6. Each of the TaraNova units does fulfill these requirements. However, we also have 3-bedroom units, which if available, are provided to our members without any additional cost.*

**What does “Deposit Trading Power” mean and how is it better for me than the old way of exchanging through RCI?**

*You now have more flexibility. You will now be able to see the exact Deposit Trading Power of your week and compare it to the Trading Power of the resort you wish to go to. You may search for vacations of equal or less Trading Power. If you exchange for a resort with “Lower Trading Power” you will receive a Deposit Credit back to your account. Use that Deposit credit toward a second vacation or save for future use. You may combine your Deposit Credit with another Deposit to exchange for a vacation that has a higher Exchange Trading Power. Once you deposit your week, your Deposit Trading Power will not go down. The earlier you deposit your TaraNova week, the better Deposit Trading Power you will receive. Always check with RCI for current rules, regulations and fees.*

**I deposited a 2-bedroom week, but RCI offered me a 1-bedroom. I wanted the resort and really only needed a 1-bedroom, but why didn't I get a 2-bedroom?**

*When you are requesting a unit through RCI, it will offer you anything that comes up in the resort or location that you have requested. Make sure you know the size of your unit and any other specifics you require. For example: You may need a bath for the kids - not just a shower, or you might need elevators or handicap accessibility. Please check before you confirm your reservation that all your requirements have been satisfied. Some of our members have been able to secure larger units through RCI with a 2-bedroom deposit and have taken extended family on vacations. Now with Trading Power Value, you can see exactly what you may be able to confirm with your deposit. Check to see if you have “Deposit Credits” left over and use them for another vacation!*

**Why should I pay the “Search Fee” if they don't have anything for me at the time of request? If I pay the Search Fee does that mean I pay a Search Fee and Exchange Fee.**

*If you pay the Search Fee you will open an Ongoing Search and RCI will continue looking to find you what you requested 24/7 and you will be on file when an exchange is found. If a match is made, the Search Fee is then converted to the “Exchange Fee” so you do not pay twice. If no match is found that satisfies you, RCI will refund the Search Fee.*

**If I bank my 2012 TaraNova week into RCI, can I use it this year?**

**Yes!** *You have window of 3 years in which to use your week. If you have a May 2012 week deposited, you may request a reservation anywhere from May 2011 through to the end of May 2014. Check out all the resorts listed with RCI at [www.rci.com](http://www.rci.com)*

**I went to a resort and I found the unit was not cleaned to my satisfaction.**

*If you have any problems with any units, whether you are at a TaraNova resort or a resort through an exchange company, please contact the check-in desk immediately. Most resorts will try to rectify the situation as quickly as possible. If you are in an exchange unit and the resort is unable to help you, contact the exchange company immediately and file a complaint. If you are at a TaraNova resort, and check-in is not able to help you, please contact us while you are at the resort and we will try and assist you. While visiting a TaraNova resort, please remember that unit configuration, such as the size of the kitchen, or location of a bathroom, are to be accepted as is. Any preferred conversion most likely would incur costly structural renovations that would increase the maintenance fees.*

**I thought my home resort was Costa Rica but when I requested to deposit my TaraNova week into RCI, I was given a SeaWatch week. Where is my home resort?**

*You do not have a specific week at a home resort. All TaraNova members have the benefit of a “right to use membership”. Our members are entitled to use any of the resorts at any time of the year, subject to availability. RCI recognizes this as “floating weeks”. Our members do not have to pay TaraNova more for peak times or larger units. The units are given out on a formula based on first-come first-serve basis relating to Deposit Trading Power. RCI has provided TaraNova with a Trading Power value for each of the weeks and units in each TaraNova resort. For Club purposes, some units and weeks are not deposited into the RCI system. The earlier you request your week from TaraNova, the higher your Deposit Trading Power will be.*

**I received a personal e-mail from a company that stated they had someone that wanted to purchase my TaraNova membership who was willing to pay much more than what I paid for it. I want to know if they are legitimate?**

*Many complaints to the U.S. Attorney General’s office, ARDA (American Resort Development Association) is seeking to implement legislation to govern resale and transfer companies. At this time, there are many companies that will ask for funds up-front for their services; state they have a bona-fide purchaser; and ask for a fee to put your week up for rent. They may even guarantee you never have to pay maintenance fees again by transferring your membership to a “legitimate third party” company. Many of these “legitimate” companies have closed down and after closing the original member/owner is liable for the dues because the proper transfer forms and procedures were not completed. Most of these companies have complaints about their service, or lack of it, and we have found, not one of them has produced a bona-fide offer to purchase a TaraNova membership at their promised inflated price. Most of the time, they do not even know that you have a “right-to-use membership” and state that you must pay non-existent closing costs. Please do not give out your credit card information to any companies until you have checked to make sure the company has a good reputation. If they make a bona-fide offer, TaraNova will look at the offer, and assist the transfer of your membership. We suggest that you only pay for services on a commission or flat rate basis once the transfer has been completed.*

## MAINTENANCE FEE INVOICES

By paying your dues promptly, you assist in maintaining TaraNova as a healthy, strong and viable club that will provide years of enjoyment for you, your family and guests. The health of the club depends directly on the members. TaraNova reviews its inventory to ensure that each member is able to receive the weeks they are entitled to use. ALL members must pay their designated portion of the Maintenance Fees in order to protect the member base and to keep maintenance fees at the lowest possible rate. If one does not pay, it puts a burden on the balance of the membership.

### MAINTENANCE FEE INFORMATION

Regular office hours are Mon-Fri 8:00am–4:00pm. Closed weekends and holidays. TaraNova is not responsible for Canada Post or other delivery systems. Dues must be received by the Club on or before Nov 1<sup>st</sup> Cheques & Money Orders are payable in US funds to TaraNova Vacation Club. Many members write “US funds” on their cheque. Verify with your bank to find out if they offer this service to you. TaraNova does not have facilities to provide on-line banking and e-mail transfer banking.

TaraNova currently accepts maintenance fees by VISA, MasterCard or American Express. TaraNova has Canadian Merchant Credit Card facilities therefore credit card payments must be in Canadian dollars. Credit Card Payments must be received with written authorization indicating the Canadian amount to be processed and your pertinent credit card information. Any payments in Canadian dollars (credit cards, cash & cheques) must be converted at the TaraNova rate of exchange that is significantly higher than the bank rate. Please do not remit Canadian funds until you have verified the amount with one of our customer service representatives.

*(Dues are payable in US funds. We offer the ability to pay in Canadian funds as a convenience only. This may be discontinued without notice.)*

### DATES TO REMEMBER

- **October 1, 2011**  
2012 Invoices are mailed
- **November 1, 2011**  
Your 2012 Maintenance Fees are due. Late fees and interest will accrue for payments received after November 1.
- **November 15, 2011**  
LAST DAY to bank 2011 week into RCI or you will lose your week.
- **December 31, 2011**  
Last day to advise the club if you would like to seek election to the Board.

### 2011 Annual Meeting Cancelled

With less than 6 members confirming their intent to attend the June 11, 2011 Annual Meeting, it was cancelled to avoid unnecessary costs. All members in good standing may view the financial statements, or to discuss any aspect of TaraNova, at the club offices. Please contact the club if you wish to set up an appointment to meet with our accountant or club service representative.

## TARANOVA VACATION CLUB

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