



# TaraNotes

---

Fall Issue 2018

---

## MESSAGE FROM THE EXECUTIVE DIRECTOR

### Dear TaraNova Members:

It is with great pleasure I announce that we “DID it AGAIN”! No Maintenance Fee increase for 2019. Your Club works very diligently to efficiently run the Club and maintain all the units. To assist your management team even further, we are sending a questionnaire to all returning home resort guests for their immediate feedback. Thank you to all the members who are responding so quickly as we appreciate your comments and views on your TaraNova resorts. Remember that if you are at any resort, whether your TaraNova resort, exchange or rental, and you have any concerns, please contact the front desk immediately so onsite staff may try to assist you while you are visiting.

Our members are travelling all over the world. Many have confirmed wonderful exchanges and rentals. We are pleased to hear that members are thoroughly enjoying their resort choices. At times, we have members calling us from different resort locations asking if they should buy a timeshare at the excellent resort where they are staying. Our answer is always the same. How did you get to that resort? They used their TaraNova membership that’s how! So why pay tens of thousands of dollars on another membership and pay higher dues, when you confirmed these exciting places by using RCI or TAP. If you want more vacation time, check out extra weeks available through TAP and RCI. Or, do as many of our members have done, amend your membership to either take your weeks over a shorter term or add more weeks to your existing membership.

We have been receiving excellent reviews on the new TAP program. TAP was added to the TaraNova portfolio to provide even more flexibility for our members. See inside this edition of TaraNotes for information on a TAP seminar that will be taking place at the next Social Gathering.

Before you decide how you want to use your week, whether you wish to reserve a week at a TaraNova home resort, utilize your week through RCI, take advantage of the TAP system, or a combination of all three, contact TaraNova to learn about all your options and choices. As always, your TaraNova Customer Service Team is eager to assist you.

Regards, Teresa Knapp

### IMPORTANT INFORMATION

Maintenance Fees are due on or before December 1<sup>st</sup> of each year for the upcoming year. During a Postal Strike, please take appropriate action to ensure that your Maintenance Fees arrive on time to avoid late fees and interest charges. The TaraNova Head Office will be open Saturday, December 1, 2018 from 10:00am – 4:00pm to ensure members will have the ability to pay their Maintenance Fees on time. Notices of the 2019 Maintenance Fees were sent by e-mail in mid-October 2018. A hard copy of the invoice was mailed on October 31, 2018 to those members that did not prepay their 2019 Maintenance Fees. We have received notification that the mail was delivered. If you have not received your invoice or if you have any questions, please contact [club@taranova.com](mailto:club@taranova.com) or 416-499-8600 or 1-800-914-CLUB (2582)

Note: The Bank will no longer accept cheques on Canadian dollar accounts that have USD written on them. See attached payment information on how to make your payments to TaraNova Vacation Club.



# Letters from Members

TaraNotes Fall 2018

Congratulations Richard & Maria H. They are the WINNERS of an RCI week! Below is just a small sampling of the many letters we receive from members. Mail, fax or e-mail us and let us know about your vacation. Pictures are welcome. Your name will be entered in the draw to win a week in your RCI account, **courtesy of TARANOVA!**

## SURVEY RESPONSE:

1. **Lake Tahoe:** Overall vacation was an 8. I needed to get away from home renovations and heal my body from the work I was doing.
2. Cleanliness was a 10
3. Unit size. was a 10. We love the layout and as there were only 3 adults lots of room.
4. Inventory. was an 8. There is one knife that looks like it was used to pry out nails. All the sharp knives are serrated so the sharpening steel is of no use. the cutting board is made of glass, so it tends to dull the knives. It is only an issue for us as we cook 90% of our meals. (small grip actually)
5. Resort staff is an 11. The front desk went beyond the call when they helped my sister. The cleaning staff were always pleasant and helpful. The resort decorates the grounds with flowers which makes the place seem like home.
6. Reservation process is a 10. We have been flexible, and in the 20+ years that we have been members the staff have done their best to accommodate us.
7. Keep up the great work. Thanks, ...The "M" Family

## Dear TaraNova:

Our experience in Hawaii was fantastic! We stayed a week in Kauai and a week on the Big Island – although anywhere is Hawaii is marvellous, we enjoyed Kauai the most. We stayed at the Point at Poipu resort in Poipu which is located on the southern tip of the island, while not the most up to date resort, the location was stunning, and the ocean was steps away from our building. We would stay at that resort again and pick Kauai as our first-choice next visit – less populated, beautiful scenery, amazing beaches with near to no one at them!!

In Big Island, we stayed at the Hilton Vacation Club at Waikoloa Village – the resort was very big, and the rooms were beautiful, the resort was maybe too large as we found it less quaint than our experience in Kauai. Big Island itself has many wonders to explore and we are fortunate to have visited the Volcano before it decided to cause mayhem!! It was very active when we were there but not like it is now.

If I can provide any advice to any members about our experience in Hawaii let me know as I would be pleased to do so..... R.H

*Editors' Note: If any member is interested in talking to this Member, please call TaraNova and we will forward your contact information to them.*

**SURVEY RESPONSE:** My daughters and I thoroughly enjoyed our stay at Lake Tahoe in October 2018. The staff at the front desk, Zina, Shelly and Connor were very helpful and super accommodating. We had an issue with one of the toilets and were amazed at how quickly someone was there to fix it for us. Unit 618 is very well equipped and very comfortable, would love to stay there again. There were 33 steps to the unit instead of 100 plus. Thanks for all your help...DH

*Editors Note: The TaraNova unit is on the top floor. If the resort has the availability to move our guests to a lower unit, they will offer it to our guests. However, it cannot be guaranteed prior to arrival.*

## "SNIPPITS" FROM TARANOVA MEMBERS

The Villas at Fortune Place was phenomenal. Seriously for a 3-star resort, it was unexpectedly great. The staff really are amazing, and it was central to where we wanted to be/go. The Blue Jays were horrible at spring training, but it was great to be there. I would recommend this place, especially for families. Thanks for all you do to make sure we can relax and enjoy! It really is appreciated. .... M.R

Thank you very much for your help and looking forward to the 6 months free TAP membership. Looking forward to being able to enjoy more of my TaraNova membership .....H.H

...please deposit my 2019 week into the Advantage Program. I look forward to seeing what we can plan with them and this seems like an excellent program!.....D.V

# TaraNova Advantage Program (TAP)

Because you are a loyal member of TaraNova, you were automatically given this new and exciting program. TAP is yours to use **FREE** for a **6-month trial period** which started on the date you received your welcome e-mail with your LOGIN and Password. **DON'T DELAY!** It is a great Loyalty Reward Program that includes earning and redemption options like no other. This program is award winning and not offered to the General Public. This exclusive member only TaraNova Advantage Program may not be available or offered again if you do not renew. *If you need a copy of the TAP Welcome e-mail (LOGIN and Password information), please contact TaraNova.*

**View the services available to you before the 6-month free period is over!**

Over the next couple of months, you will receive renewal notices from Advantage Service Program reminding you 60 days in advance of your expiry date.

**TAP is completely OPTIONAL**

After the FREE trial period, the yearly cost for TAP is

currently **ONLY \$149.00 USD per year!**

**CASH BACK and Advantage Credit!**

Bonus **CRUISE** certificates.

**You will be amazed at the savings!**

The Program pricing is in USD. There is a Currency Converter" on the site for easy comparisons.

**"Lowest Price Guarantee"** offering

**Double the Difference Back**

on many reservations.

When using this program, TaraNova members may benefit from receiving **TRAVEL CREDITS** that can be used on their next travel destination or to redeem in **CASH**. Look for the offered **Lowest Price Guarantee!** \* Some of the benefits TAP offers are:

- Advantage Weeks®
- Quick Weeks®
- Hotel Stays, Castles, Bed & Breakfasts, Apartments, Villas and Vacation Homes
- Cruises (Ocean, Sea and River). Receive Bonus Cruise Certificates
- Yachts
- Tour Packages
- Custom Vacations (Vacation Your Way)
- Sports Travel Packages
- Destination Activities
- Car Rental
- Golf
- Airfare
- Concierge Corner
- Limited exchange weeks
- Credits for weeks will range between \$500 - \$649 USD for the 2019 year
- CASH Back (allow 60-90 days from the date of request)

**Many of our members have already benefited from contacting Rosanne for their own private phone tutoring session on the TAP program.**

If you need assistance, please contact [rosanne@taranova.com](mailto:rosanne@taranova.com)

Telephone 416-499-8600 or 1-800-914-2582 (CLUB)

Rosanne will be happy to help you navigate the site.

**Review the details of TAP before you even use it!**

Below is a very small sampling of the **Quick Weeks** available\* through TAP.  
**AMAZING FULL 1-WEEK STAY. PRICES INCLUDING TAXES!**  
*Last Minute Weeks are available starting from \$128 USD for the full week!*  
*\*Weeks available as at November 6, 2018. Availability may change at any time.*

TAP "Members Only" Login Page: [www.advantageprogram.net](http://www.advantageprogram.net)  
 LOGIN with your TAP membership number and password.  
 Click "BOOK A VACATION" then" Click on "RESORT"  
 Click on "QUICK" Weeks to view further availability



Swan Mountain Resort  
 Colorado (Frisco / Dillon /  
 Silverthorne)  
 11/10/2018 - 11/17/2018  
 2BD Sleep 6 - **\$128 USD**



Bighorn Meadows Resort  
 Canada British Columbia  
 (Radium Hot Springs)  
 12/14/2018 - 12/21/2018  
 3BD Sleeps 8 - **\$231 USD**



Wyndham Bali Hai Villas  
 Hawaii (Kauai)  
 12/30/2018 - 1/6/2019 2BD Sleep 6  
 New Year's Eve \*  
**\$1,570 USD**



Villas at Regal Palms  
 Florida (Orlando Area)  
 12/1/2018 - 12/8/2018  
 4BD Sleeps 10 - **\$391 USD**



Carlsbad Seapoint Resort  
 California (Carlsbad / Oceanside)  
 12/23/2018 -12/30/2018 1BD Sleep  
 CHRISTMAS\* **\$1,055 USD**



Maui Beach Vacation Club  
 Hawaii (Maui)  
 12/15/2018 - 12/22/2018 2BD Sleeps 6  
**\$700. USD**



Presidential Suites by Lifestyle  
 Puerto Plata Dominican Republic  
 12/1/2018 - 12/8/2018  
 2BD (Club Suite) (6a, 2c under 12)  
**A Mandatory All Inclusive\***  
 \*Always Check "All Inclusive"  
 additional FEES. Confirm costs, what  
 is included & excluded before booking\*  
**\$230 USD (Lodging Only)**



Scottsdale Links Resort  
 Arizona (Scottsdale / Phoenix)  
**11/23/2018 - 11/30/2018**  
 2BD Sleeps 6 **\$324 USD**



Wyndham Reef Resort  
 Cayman Islands  
 12/15/2018 - 12/22/2018  
 2BD Sleeps 6 **\$594 USD**



## TARANOVA SOCIAL GATHERING

If you have any questions with respect to your personal membership, please contact [club@taranova.com](mailto:club@taranova.com) or 416-499-8600 to arrange to meet with a customer service representative.

Mac would look forward to assisting any member who wishes to set up a Social Gathering in their own area or speak with anyone that would like to help Mac and Velma with the next meeting. Contact MAC WALKER directly at 905-627-2820 or [macwalker33@gmail.com](mailto:macwalker33@gmail.com).

## SOCIAL GATHERING

Mac and Thelma Walker have kindly arranged another Social Meeting.

TaraNova will have a representative present to provide insight and assistance to our members who would like information on how to use TAP and the benefits associated with the program.

Space is limited, so please contact Mac as soon as possible if you would like to attend the meeting. Confirmation will be based on the first members who RSVP on or before November 19, 2018. All those that respond will be contacted. If there are more people who wish to attend than space available, Mac is more than willing to set up additional meetings.

Join members for drinks, dinner, or both. Separate checks will be issued.

**Date:** Thursday, November 22, 2018

**Place:** Swiss Chalet, SW corner of Brant & North Service Road, Burlington, Ontario

**Time:** 6:00-7:00pm meet & greet.

7:00-8:00 Dinner

8:00-9:00 TaraNova discussion and TAP information

*The Social meetings are set up by the members for the members and are not sales meetings. They are a great way to meet and interact with other TaraNova members to discuss experiences and enjoy an evening with friends.*

### **Have You Considered All Your TaraNova Options? Our members have been taking advantage of our Special Offers To Upgrade and Amend their memberships.**

If you are interested in Shortening your membership term;  
Adding additional weeks to your membership;  
Wish to have a family member included on your membership;  
Or information on any aspect of your membership

Please contact us to set up an appointment to discuss your needs.  
Rosanne Guanabara, Club Supervisor: 416-499-8600 ext. 30 or [rosanne@taranova.com](mailto:rosanne@taranova.com)

### **TaraNova Board of Governors**

Your Board of Governors exercises authority over and ultimately controls your resort properties, approves the annual budget and fully understands how the Club is managed. Every year at least one Board Member is elected for a 3-year term to ensure continuity of experience. There are two vacancies on the board for election in June 2019. All members in good standing may seek election. Walter Klywak has indicated he will seek re-election. Mac Walker will advise the Club by the end of the year if he wishes to seek re-election. If you are interested in serving on the Board, please contact Teresa Knapp on or before December 31, 2018. If there are more members seeking election than vacancies, a short bio of those seeking election will be distributed with an election ballot.