



TaraNotes

Fall Issue 2019

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear TaraNova Members:

TaraNova does it again and is proud to announce that maintenance fees did not increase for 2020. That is 6 years in a row the dues have been consistent - Unprecedented!! Your management team has been diligent in maintaining the resorts while providing the highest quality of customer service to our members.

TaraNova added the Advantage Program (TAP) to its' portfolio together with RCI in order to provide even more flexibility and options for our members. Inside this newsletter, take a look at only a few of the hundreds of 2019 Advantage Program weeks still available at unbelievable prices. You will also find a simple summary of how to deposit your weeks with AP.

We thank our returning guests for the immediate feedback from our questionnaires as we appreciate your comments and views on your TaraNova resorts. This has been very successful in assisting us to maintain the resorts and try to immediately rectify any issues users may have. It has also been extremely gratifying to hear that our members have been enjoying their TaraNova resorts and we love to hear about all the other resorts that you have visited.

We enjoy seeing our members at our office, but please remember to contact us first if you wish to meet with us. This is the busiest time of the year for TaraNova. The phone, e-mail and member drop-off is extremely active, and we want to ensure that if you have any questions or concerns with respect to your membership, we will be able to give the attention you require. Inside this TaraNotes you will find more information on the free Amendments that we offer to our members.

Our Featured Resort is Villas Palmas in Costa Rica. Many of our members have visited Costa Rica and taken the one-week tour package offered by our tour operator Sol Tropical. This year, Sol Tropical has arranged additional spectacular tours! Take a peek inside this issue to see the special offering for our members who wish to discover Costa Rica again, or for the first time.

Don't delay in making your vacation reservations. Many of our members have already paid and confirmed their 2020 vacation weeks and are working on their future weeks. I must thank the staff at TaraNova for their hard work and endless efforts to provide excellent customer service to our members. Your reservation and membership team are always happy to assist you.

Wishing you all a Happy Holiday Season and a Wonderful New Year.

Regards, Teresa Knapp

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. For 2020 there will be two openings on the Board. Clarence Clarke has indicated he will seek re-election. All members in good standing may seek election. If you are interested, please contact Teresa Knapp on or before December 31, 2019.

The Board work closely with management to ensure the Club operates and fulfills its requirements to the members. This year Michael Sudbury and Mac Walker retired from the board. Both Michael and Mac were instrumental in guiding the organization and operation of TaraNova for many years. We also welcome Dennis Hristovski as our newest member to the board.

We are seeking new board members and would greatly appreciate any member interested on sitting on the board to contact Teresa Knapp for further information.

Please call 416-499-8600



Letters from Members

TaraNotes Fall 2019

Congratulations Maureen & Tom D. 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. Your name will be entered in the draw. You too may win a week to be added to your RCI account **courtesy of TARANOVA!**

Maria and I are presently on a 3-week vacation in Kauai at the Pono Kai Resort in Kapa'a (Hawaii) that we booked through the Advantage Travel Service affiliation. We are very pleased with the resort and everything has been seamless!

We are considering staying for 4 weeks in 2021 around this same time of the year. Would we be able to pay our 2021 dues for our 2 weeks in advance, so that we can exchange our 2020 and 2021 with Advantage to obtain the 4 weeks?? I appreciate any guidance you can lend regarding this!

Editors Note: Yes! Members may pay maintenance fees up to 2 years in advance. If the dues increase during the prepaid years, the members will receive an invoice for the difference. By depositing early, you have a much better chance of confirming your desired location!

Hi Rosanne, Hope you are well and enjoying the summer. I promised to let you know how it went with the Advantage program and Carriage Hills. We were very pleased with both. No issues at all with Advantage and Carriage Hills was very nice. Fortunately for us the weather was beautiful, and the property is very nice and well run. Talk soon,

Quaint Environment! Villas Palmas

This was our first visit to Taranova, a very quiet small unique place to relax... if you are looking for a quiet getaway with guided tours available this is your place! There are 13 units with a pool but if you want a bit of night life just around the corner are plenty of restaurants, a grocery store and a Casino! This is not a resort with amenities on premises but has a full kitchen if you want to cook! We had a great time and with Sol Tropical tour company, we

were able to see a lot of Costa Rica! The staff here are very friendly and attentive! The units are clean and safe with a nice pool!

I would give SeaWatch Landing and the wonderful ladies that work there all Tens! Our condo was spotless, had dish soap, laundry soap, towels, garbage bags all available and easy to find. It is the little things that mean the most and the ladies that work there are all extremely welcoming and easy to talk to. The condos were being redone that were not rented out and the workmen were all very mannerly and helpful whenever we came across them. I cannot say enough good things about this resort! Our very favourite.

I have been going to the same resort for the last ten years. This time, the Unit wasn't equipped with all the kitchen stuff as before:

Editors Note: Thank you for advising us that some things were missing. We had just renovated the units and we missed a few items. We sent a note to the resort and the items were in the unit the next day! Please report any shortages or dissatisfaction with the unit to the front desk so they may try and attend to your concerns as soon as possible.

Rosanne, I know it is important to include my membership number, but I have no access to it. I truly apologize for this. Thank you for all your great work. ***You are an important asset to Tara Nova. So, thank you.***

Editors Note: We are happy that we could assist this member, and any member with issues pertaining to their membership. We have many members with the same last name, so please, if you can, always have your name AND membership number on all correspondence so that we may quickly assist you.

set me on the right track for my great holiday. Thanks again TaraNova.

Dear Pam and Jeannine:
Thank you both for helping me with my payments and my reservations. You helped to alleviate my stress and

SPECIAL PROMOTION

Our Featured Resort

Villas Palmas, Costa Rica



Most of our Villas Palmas guests reserve the weekly tours. This gives each guest a taste of Costa Rica while touring with new friends. **First Week: City Tour, Arenal Volcano and Famous Baldi Hot Springs, Rain Forest Chocolate Tour at Tirimbina Reserve and Boat Safari Tour, Carara National Park, and Poás Volcano and Peace Waterfall Gardens.**
There are also many additional optional tours available.

Many of our guests return from Villas Palmas and wish they had stayed longer to explore more of the beautiful country of Costa Rica. TaraNova is offering its members to stay **an additional week for only \$199.00USD**. This is a limited time offer and only while units are still available.



TaraNova has arranged for free pick-up at the airport by our tour operator of choice,

Sol Tropical Tours

Contact:

mark@soltropica.ltours.com

Toll Free: 1-800-867-5758

Tel: +506- 2296-7464



Let our team bring you the best Costa Rica vacation experience.

www.facebook.com/SolTropicalTours
www.soltropica.ltours.com
www.soltropical.com

We are fully licensed and insured.

RCI Guest Review: [The tour group with Mark is fantastic!!!!](#) Mark is amazing and then you get to go all over with Christian and that made the trip so amazing!!! We did not expect that at 7 am we would want to get up but the group that we were with and the amazing driver OMG top hat off and recommendations. We will be back.

NOW you have a wide choice for your second week!

Exciting new tours including

Canopy tour, Sunset Cruise Snorkeling, ATV, overnight white water rafting on Pacuare River, Overnight Aerial Tram Brauillo Carillo Park night nature walk, Sky Lift, Sky Trapeze, Diving, Sky lift tubing, Sky biking and kayaking, Jaco Beach, Manual Antonio Beach, 2-day jungle tour, Tortuga Island Cruise and many more. Sol Tropical will be pleased to help you make your Costa Rica vacation unforgettable!



Contact TaraNova today to arrange your Villas Palmas, Costa Rica 1 or 2 week Vacation
club@taranova.com 416-499-8600 Or Toll Free: 1-800-914-2582



Advantage Program (AP)

Because you are a loyal member of TaraNova, you were provided with the Advantage Program last year. AP is a great Loyalty Reward Program that includes earning and redemption options. Should you wish to continue with the New Advantage Program the renewal fee is \$ 149.00USD per year. Please call them directly at 1-877-304-4604 to get started. Many of our members have already benefited from the travel savings and the CASH back to redeem Maintenance Fees! For a very limited time, Advantage Program is still allowing our members to renew their membership if they did not do so during their first year.

Look for announcements regarding future TAP seminars

Steps to transfer weeks to Advantage for credit conversion:

- 1. Call Advantage at 1-877-304-4604. Be sure to have your AP membership number ready. Your Advantage membership number starts with (ap-tvs-.....then just add your TaraNova membership #) and request to deposit your 2020 week(s) for credit conversion.**
- 2. Advantage Program will email you forms that will be time sensitive. (You must respond ASAP).**
- 3. Complete the forms, sign, date and send back to them as instructed. Most of the forms will be filled/completed for you already and you do NOT have to provide inventory details.**
- 4. Then there will be a waiting period for processing while they confirm all the information.**
- 5. Advantage Program will submit a form to TaraNova to verify confirmation of your entitlement and sign off on your request.**
- 6. During this process the credits will display as "pending" and eventually will show up in your account as "available". Advantage Program will send an email when this has been completed advising you that the credits are fully available for use of purchases or and/or CASH redemption.**

ADVANTAGE PROGRAM

More travel with Quick Weeks!

All quick weeks are for 7 nights

From as little as \$128 USD per Week!

(Prices are ALL in USD and includes taxes. *Weeks are on a first come basis. Once they are confirmed they are gone.)

Check out a few samples of the Quick Weeks available as at October 30, 2019*
Brazil, Hilton Head, Cayman Islands, Hawaii, British Columbia, Orlando, San Francisco, Palm Springs, New Year's Eve in Las Vegas, and so many more!



\$462

Rio Othon Palace
Brazil

12/7/2020 - 12/14/2020
Studio Sleeps 2

Cayman Islands
11/23/2019 - 11/30/2019
2BD Sleeps 6



\$384

Pono Kai
Hawaii (Kauai)

12/7/2019 - 12/14/2020
1BD (Mini-Suite)
Sleeps 4



\$562

Bighorn Meadows
B.C Canada- Radium
Hot Springs

12/22/2019 - 12/29/2019
Christmas
2BD (Lock-Off) Sleeps 6



\$128

Club Regency at
Regency Towers,
(Myrtle Beach) S.C.
11/17/2019 - 11/24/2019
23BD Sleeps 6



\$329

Villas at Regal Palms
Florida (Orlando Area)
11/30/2019 - 12/7/2019
4BD Sleeps 10



\$384

The Oasis
California (Palm
Springs)
12/7/2020 - 12/14/2020
2BD Sleeps 6



\$283

Wyndham Reef Resort



\$334

Nob Hill Inn
California (San

Francisco)
11/22/2019 - 11/29/2019
Studio - Sleeps 2

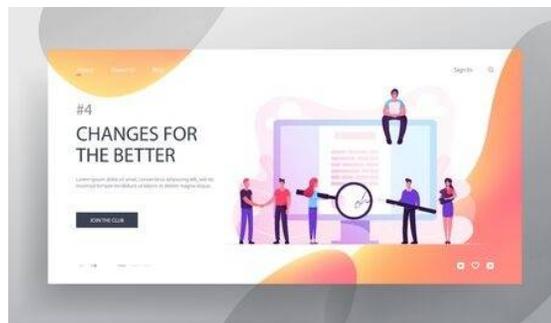


\$723

Club de Soleil
 Nevada (Las Vegas)
12/27/2019 - 1/3/2020
New Year's Eve
2BD Sleeps 6

FREE Upgrades and Amendments to TaraNova Memberships

**Be sure you are using your TaraNova membership to the max.
 Know all your options!**



**Our members have been taking advantage of our
“Special to Amend Memberships”**

- Are you interested in altering your membership term?**
- Would you like a shorter term?**
- Would you like more weeks in one year?**
- Do you have a family member you wish to have included on your membership?**
- Are you selling your membership to a family member or friend?**

For more information on **FREE amendments and information on all your options please contact Rosanne Guanabara, Club Supervisor: 416-499-8600 ext. 30 or rosanne@taranova.com.**

IMPORTANT INFORMATION

2019 WEEK UTILIZATION: The **last day to bank your week with RCI is November 15th** of each year. Don't lose your week. Don't incur a late deposit fee. **Deposit Today!**

TARANOVA RESORT 2019 WEEKS STILL AVAILABLE: As at October 30, 2109 we still have some 2019 weeks available for reservation including some Christmas weeks. No guarantees on reservations. Once they are confirmed they are gone! Reservations will be on a first come basis.

TaraNova Maintenance Fee INVOICES: The 2020 invoices were mailed October 29, 2019. **If you have not received your 2020,** please contact the club (club@taranova.com) and we will forward a new copy to you. The Maintenance Fees are due on or before December 1 of each year for the coming year. This year December 1st falls

on a Sunday. **FOR THIS YEAR ONLY**, we will allow the dues to be paid, without a late fee, if they are received by the Club on or prior to December 2, 2019. To avoid late fees and interest charges, please take appropriate action to ensure that your Maintenance Fees arrive on time

SELLING YOUR MEMBERSHIP: Please read the attached Important Information regarding selling your membership. We suggest you contact TaraNova before you sign with any Resale/Relief/Sales/Trade-In or Legal Program. Most of these programs require up-front fees and offer guarantees that **cannot** be honored. ALL Transfers must be approved by TaraNova.

VISITING RESORTS: Whether you are staying at a TaraNova resort, or any other resort, if you have any issues or concerns, please contact the front desk at the resort that same day in order that they may assist you during your stay.