



TaraNotes

Spring Issue 2017

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear TaraNova Members:

After the long cold winter of snow, sleet, wind and rain, we are finally able to enjoy the wonderful Spring weather and we are looking forward to beautiful summer days! Spring cleaning has now commenced at our resorts. Both inside and outside renovations and refurbishing will enhance your stay and ensure that the units are maintained for our members and guests to enjoy. For those members that will be exchanging their week through RCI, please see our FAQ section on RCI banking as the answers may assist you in planning for your future vacations.

Many of our members are depositing their weeks into RCI, but remember that you may internally exchange into one of our own resorts. Why not enjoy an adventure holiday in the eco-friendly country of Costa Rica; or play a round of golf and frolic in the waves in the ocean at Myrtle Beach; Skiing is a favourite pastime both in New Hampshire and Nevada. Lady Luck may be with you in Costa Rica and Lake Tahoe! Take a peek at our Resort Report inside this edition of TaraNotes.

Many members are taking advantage of upgrading or amending their memberships so they may extend or enjoy more vacations through TaraNova. Many older members are taking advantage of transferring their weeks to family members so their children and grandchildren may also enjoy the benefits of a TaraNova membership.

Many of you write and offer thanks for prompt and courteous service. It is our privilege to provide our members with the best possible personal customer service. We try to answer the phone on every ring, but when we cannot, a customer service representative will always return your call. So please do not hang up – leave a message! Most of our members now have e-mail which has been extremely beneficial. Corresponding by e-mail enables reservations, bankings and the exchange of other information to be completed in a more efficient manner.

Our customer service does not stop at our head office. Whether you need maintenance in the unit; information on local attractions, restaurants or more; our staff at our resorts are dedicated to helping you in any way they may be of assistance!

As always, I thank the members who serve on the Board of Governors for their hard work and dedicated service to TaraNova. I wish you a wonderful summer season and encourage you to start planning your 2018 winter vacation and select your preferred destinations!

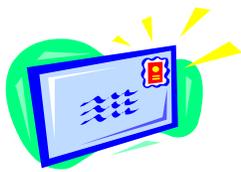
Regards, Teresa Knapp

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Letters from Members

April 2017

TaraNotes

Congratulations **Kryn & Bety S.** 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!**

Hi Rosanne,

Thank you for the update. The Money Order will be in the mail tomorrow.

This is a gift to our nephew, niece-in-law and family. Please note that they are a wonderful couple with two fantastic young children and they will enjoy every trip that you can offer – just like we did – first class – all the way.....

We are hoping that our family could enjoy all the beautiful places we have visited. Please be good to them.

Thank you Rosanne, for all your efforts and all the good times we had on our vacations. You all have been a wonderful/fantastic team.

With much love to you and your staff.....
Peter & Sandra

Dear TaraNova:

We had the opportunity this past June to visit our resort at Lake Tahoe and were impressed with the location of the unit as well as its proximity to the beaches of Lake Tahoe and the number of casinos located nearby at the state line (in which we did not indulge).

Surprisingly the area around Lake Tahoe (especially near the resort) was very well populated with some beautiful views and very winding roads. We were a bit concerned regarding the number of stairs up to our unit but managed by limiting our ascends and descends. Overall, we enjoyed our stay but because of our age would not return to this resort.

Sincerely, Kryn & Bety

RCI Guest in Myrtle Beach:

Date: April 16, 2017

Great place, great location! Beautiful view of marsh with screened porch allowing optimum enjoyment. Washer and dryer a real plus for beach! Walking distance to everything! The staff couldn't have been more accommodating.

Two blocks to the beach/pier/arcade. Great pizza next door, three ice cream shops, cafe, grill, good seafood, beach shop and beach rentals. Just south on Hwy 17 is Murrells Inlet; Marshwalk;, great night life. Highly recommend for family beach experience. Our only complaint was difficulty getting on Wi-Fi. Otherwise, we couldn't have been more pleased.

Villas Palmas, TaraNova:

The best attraction was... how we were treated after my husband's tragic accident. We now have a new family in Costa Rica. Mark, Christian and the driver I am sorry I forgot your name we will be back. Harry is getting stronger each day. We could not have done it without your support. You guys are the best! Sol Tropical Tour you rock – can't wait to come back.

Note from the Editor:

Thank you Sol Tropical! An RCI guest that had an unfortunate accident was seriously hurt while in Costa Rica. Although the accident did not occur at our resort, our representatives helped them through the process of the hospital stay, recovery and rescheduling of their return home (FYI: The driver's name is "Hopper").

Questions About Banking with RCI

Q: I sent my request to bank my TaraNova week into RCI at the same time as I sent my dues payment – why was the week not banked?

A: Unfortunately, this member sent a post-dated cheque. To ensure a fair reservation policy, we only accept requests to reserve or bank a week **AFTER** or at the same time payment has been received that is available for processing. We receive numerous daily banking requests. Requests are not held and any reservation or banking request must be re-sent to TaraNova once your payment is actually available for deposit.

Q: I thought my week was deposited with RCI but now I went to use it and it was not banked?

A: RCI will send you a notice stating which year and week has been deposited. It is your responsibility to verify that the week has been transferred to RCI. If you do not receive a confirmation of banking within 2 weeks of your request, please contact RCI and TaraNova. Please remember that if you have more than one week available for deposit, you must state which vacation year you wish to bank. TaraNova does not presume that you wish to bank any week as you may wish to utilize a week at one of the TaraNova Resorts. We may only bank your week into your RCI account if we receive a written request to deposit your entitlement for a specific year. November 15th of each year is the last day to be able to bank your current years' week with RCI. Since requests are on a first-come first-serve basis, the earlier you bank your week, the more likely you will receive a better trade power than if you banked later in the year.

Q: RCI contacted me and said my week for this year needed to be deposited. Why are they calling me when I already deposited the week?

A: RCI performs global systematic client checks to make sure everyone deposits their week. However, TaraNova members are usually very diligent in depositing early, therefore, their current year may have already been deposited into RCI up to 2 years in advance. RCI's information is just showing that nothing was deposited for that year during the first part of the current year. KUDOS to those members that deposited early and received a higher trade power for their week. Although you may not have anything left to deposit, RCI likes to encourage members to always bank as early as possible for the coming year.

Q: What benefit do I receive by prepaying my dues?

A: Once you have paid your dues, you may request to reserve or bank a week. Usually, the earlier you request to bank your week into RCI, the higher the Trade Power ("TP") you will receive. In fairness to all members, if the maintenance fees for the prepaid week should increase, members will be notified to pay the difference.

Q: How can I get the best Trade Power ("TP") if I prepay my dues 2 years in advance?

A: Example: You may prepay your 2020 dues no earlier than January 2018 and request to bank your 2020 week. You will automatically be put on a "wait list" to use the best possible week banked for 2020*. First come-first serve. Since RCI only allows resorts to bank 2 years in advance to the day, and since the summer weeks are usually worth a higher Trade Power ("TP"), your deposit into RCI may not go into your RCI account until late summer or early fall of 2018 for the 2020 year. Once the higher TP weeks have been assigned, there will no longer be a "wait list". The advantage of prepaying 2 years in advance and having your week banked at the same time is that you may immediately initiate a search putting you in the RCI line for your desired location (*TaraNova may estimate, but cannot guarantee the value RCI will assign any given week.)

For more information on how to receive the best trade value for your week, please do not hesitate to contact Rosanne at rosanne@taranova.com.

RESORT UPDATE

TaraNova Vacation Club has home-based vacation properties available for Internal Exchange. Members are not tied to a specific resort at a specific time and they have the flexibility of requesting to use their weeks at different times of the year and at our different resorts. There are no extra fees for prime time or larger units within the home-based properties. To respect allergy sensitive guests and to keep cleaning costs as low as possible, all TaraNova units are non-smoking and no pets are allowed. TaraNova is committed to its members and their vacation enjoyment. As a result, we are constantly evaluating our resorts to try and provide resorts that members wish to visit and which also provide good "trading power" for deposit into RCI. Our relationship with this largest exchange company in the world, enables our members to exchange to over 3,000 resorts throughout the world

The board has a mandate to ensure excellence in all facets of our operations that may affect the well-being of the Club. To keep maintenance fees as low as possible, and offer valued properties, TaraNova Management assesses the property use and maintains those resorts that best suit the demands of our member base.

COSTA RICA



VILLAS PALMAS, COSTA RICA: Villas Palmas is a group of two level condominium units built in a rectangular configuration around a central courtyard. The units are large 3-bedroom, 2.5-bathrooms with full kitchens equipped for Costa Rica standards. Most of the guests use the resort as a home-base from which to take daily tours that leave early in the morning and return late afternoon or early evening. Most of the guests take advantage of the on-site tour operator, Sol Tropical. This is a resort for adventure travel; rain forests; white water rafting; hot spas; nature reserves; and so much more: Every day is an adventure! Contact soltropi@yahoo.com for information on tours and free airport pick-up.

MYRTLE BEACH



SEAWATCH INN, MYRTLE BEACH: Seawatch Inn is a multilevel complex containing mostly 2-bedroom with 1 bathroom units that will comfortably sleep 2 adults and 2 children but can accommodate up to 6 people. Our penthouse is a large 3-bedroom, 2.5-bathroom unit that will comfortably sleep 8 people. All units have a washer/dryer. The resort is just two blocks from a beautiful white-sand beach and Pier and is located along the calm waters of Murrells inlet. The units are all fully equipped in a Hollywood open-concept living, dining and kitchen area. Myrtle Beach is known as the "Grand Strand" with miles of sandy beach and offers an array of activities from spectacular golf resorts; shopping; ocean activities; live theatre shows and great dining.

NEW HAMPSHIRE



ATTITASH MOUNTAIN, NEW HAMPSHIRE: Attitash Mountain Resort is nestled in the heart of Mount Washington Valley, and is an all-seasons resort with indoor/outdoor pools, tennis courts, fitness room and a recreation centre. The resort is located directly across the street from Attitash Peak. In winter the mountain is excellent for downhill skiing and in the summer, there are water and alpine slides on the mountain. The fall is exquisite with the leaves changing colour and the spring is just right for catching the first fish of the year. Great golf, hiking, horseback riding, and all outdoor activities are available nearby. Just minutes away in North Conway you can enjoy shopping in the many manufacturers' outlet stores and enjoy tax-free shopping in the state of New Hampshire. The units are 2-bedroom with 2 bathrooms that sleep 6 with full kitchens and washer/dryer.

LAKE TAHOE, NEVADA



TAHOE SUMMIT, LAKE TAHOE, NEVADA: TaraNova's stunning high Sierra resort retreat is close to Tahoe's south shore just northeast of the California -Nevada border. The resort is just minutes away from Heavenly Valley's ski slopes and lifts. This is a 2-bedroom, 2-bathroom unit that will accommodate up to 6 people. These mountainside condos combine living, dining and full kitchen areas into a large open area and a washer/dryer in each unit. It is advisable to take a brief time to adjust to the mile-high altitude at the resort. The resort does not have an elevator and there are approximately 80 stairs up to the unit. The scenery is exquisite and many members have enjoyed trying their luck at the nearby casinos!

FLORIDA



FLORIDA: Over the last few years there had been a decline in requests for our Lakeland property. The Club's decision to release Imperial Lakes, Lakeland Florida from the TaraNova family has proven to be beneficial for many of our members requesting the Orlando Area in Florida. The resort was too far from Disney and was not being fully utilized. Now our members seeking to vacation in central Florida are depositing their weeks into RCI and have a large selection of wonderful resorts in the Orlando area to choose from. Many of our members have benefited from the Trade Power of their TaraNova week and have been able to exchange for 2 and sometimes 3 weeks through RCI for their 1 week deposit.

MEET & MINGLE AT THE SOCIAL GATHERING



TARANOVA SOCIAL GATHERING

If a member has any questions with respect to TaraNova, or their specific membership, please do not hesitate to contact Head Office to discuss your needs.

The February 2017 Social Gathering was a great success. The Social Gatherings are not sales meetings and are organized for the members by the members. Frequently a TaraNova representative is in attendance to help answer general questions. A special thank you is sent to Rosanne Guanabara for taking the time to attend the meeting and giving her personal touch to general questions on how to best utilize a TaraNova membership.

These gatherings offer a great time to enjoy meeting, mingling and discussing with other members about their experiences. Many members have a wealth of knowledge on how to get the best holidays at the best places and are eager to share their travel tips with other TaraNova members.

We thank long-time TaraNova members Velma and Mac Walker for all their hard work in arranging the Social Gatherings. Mac would look forward to assisting any members who wish to set up a Social Gathering in their own area. Contact MAC WALKER directly at 905-627-2820 or macwalker33@gmail.com.

Once a date and time has been set for another Social Gathering, a separate e-mail will be sent to members announcing the next meeting.

Upgrades and Amendments to TaraNova Memberships!

Our members have been enjoying resorts all over the world and many are now experiencing longer vacations by taking advantage of the Special Offer UPGRADES available to members.

Members are also AMENDING their membership to use all their weeks over a shorter term.

For more information on UPGRADES and AMENDMENTS please contact:
Rosanne Guanabara, Club Supervisor
416-499-8600 ext. 30 or 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 were two openings on the Board for 2017; Clarence Clark and Michael Sudbury both sought re-election. As there were no other nominations, they were elected by acclamation. All members in good standing may seek election. If you are interested in serving on the Board, please contact Teresa Knapp. If there are more members seeking election than vacancies, a short bio of those seeking election will be distributed with an election ballot.