



# TaraNotes

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Spring Issue 2019

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## MESSAGE FROM THE EXECUTIVE DIRECTOR

**Dear TaraNova Members:**

After a long cold winter, spring is finally here. Most of our members have their summer vacations confirmed and are already planning their escape from the unpredictable and wet winter months to consider how best to use their 2020 weeks.

It is never too early to make plans for the upcoming year. Whether it is skiing in the White Mountains, enjoying the casinos in Tahoe, relaxing beside a sparkling pool at the Hot Springs in Costa Rica after zip-lining over tree-tops, or walking along the white sands of Myrtle Beach, there is something for everyone at your TaraNova resorts! Many of our members are also regularly travelling and visiting locations all around the world using RCI and TAP.

It has been an extremely busy and exciting time for TaraNova. Last year we introduced our members to the new TaraNova Advantage Program (TAP). After the initial offering, there were many questions and, as expected, there were many telephone calls, e-mails and visits from our members to learn more about this new program. Inside this issue of TaraNotes you will find information on additional TAP seminars and tutorials. More dates will be added, if required. Make sure to read through TaraNotes to the last page where you will find Important Information about your TaraNova membership.

I am extremely proud to announce that TaraNova Vacation Club won the 2019 Perspective Magazine "Best Customer Service Award" in the industry. Inside you will find an excerpt from Perspective Magazine and information on this prestigious award. TaraNova prides itself on its Customer Care and its highly experienced customer service department led by Rosanne Guanabara. TaraNova's knowledgeable and friendly staff eagerly look forward to assisting members in selecting the TaraNova vacation plan that works best for them.

Peek inside for a special thank you to Rosanne Guanabara who is celebrating her 25<sup>th</sup> anniversary with TaraNova this year!

As always, we thank the board members for their hard work and dedicated service to TaraNova.

Regards, Teresa Knapp

TARANNOVA Board of Governors

Your Board of Governors exercises authority over and ultimately controls your resort properties, approves the annual budget and constantly update their full understanding of how the Club is managed. Both Walter Klywak and Mac Walker were re-elected by acclamation. All members in good standing may seek election. If you are interested in serving on the Board, please contact Teresa Knapp.

# TaraNova Vacation Club Wins 2019 Perspective Magazine Award for Best Customer Service

## About Perspective Magazine Awards

Operated by Perspective Magazine, the leading independent trade publication globally for the vacation ownership industry, the global recognition program highlights excellence throughout many sectors of the vacation ownership and hospitality industry. The Perspective Magazine Awards is the only global recognition program for the vacation ownership industry and considered one of the most prestigious honors in the industry due to its unique judging format where the nominees are judged by four industry experts independently of each other and combined with online votes from industry peers. The presence of TaraNova at Industry conferences ensures that TaraNova continues to strive to be abreast of updated current information within the industry and has a strong voice for the whole TaraNova membership. They continue to pursue activities and programs to heighten every members' and guests' vacation experience.

**TaraNova Vacation Club**, the Canadian-based travel club with a unique personal approach was honored with the Best Customer Service Award at the 2019 Perspective Magazine Awards.



Rosanne Guanabara & Teresa Knapp

*“It is a great honor to receive the 2019 “Best Customer Service” Award on behalf of our team at TaraNova Vacation Club. It is a testament to the dedication and hard work that our team provides to our members day in and day out. The recognition is much appreciated and certainly makes all the hard work well worth it. We also wish to thank Perspective Magazine and the judges for choosing TaraNova for this esteemed award.” Teresa Knapp, Executive Director & Rosanne Guanabara, Club Supervisor, TaraNova Vacation Club.*

Celebrating its 28th year in operation, TaraNova Vacation Club’s mission is to provide its members with outstanding vacation experiences at its properties in Costa Rica, New Hampshire, Myrtle Beach, and Lake Tahoe and throughout the world through exchange and added value programs.

Customer service has always been at the forefront for this company, from personalized one-on-one service; implementing new technology to improve the customer experience; to holding seminars to help members get the most out of new and updated features and programs.

Continuity has also been a huge contributor to the club’s success story. Norman Griesdorf has been President and Teresa Knapp has been Executive Director since day one. Under Teresa Knapp’s direction and leadership, TaraNova members enjoy a strong customer service-based Club. In part, the Perspective Magazine Award is also personal recognition of Rosanne Guanabara and her 25 years with TaraNova Vacation Club.



# Letters from Members

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Congratulations Bob & Trish T. 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**.

## “SNIP-ITS’ FROM OUR MEMBERS

*Dear Rosanne, I Just wanted to thank you for all your hard work in helping me surprise my wife with a fantastic vacation. You are the best!*

*It is so nice to call and get personal service instead of always pushing buttons! Thank you, Rosanne, for your all your help.*

*Rosanne, your advice on Costa Rica and the tours was spot-on. Thanks again.*

*Fast, efficient and friendly – Wonderful Customer Service*

*I would like to thank you and TaraNova for putting on the seminar to educate us on TAP! We are so thankful we went. It definitely sounds like the right program for us. To think we were going to pull out of the program.*

*Thanks for all your help of late. You are a great ambassador for Tara Nova.*

*Thank you for your understanding and assistance over this past challenging year. You are a gem and very much appreciated.*

*Just a “Thank you” for the meeting held yesterday. You are now probably swamped with calls. The meeting was well conducted and presented; you were great! It was a pleasure meeting you and putting a face to our conversations.*

*In the usually admirable Rosanne style.... very professional, speedy no nonsense manner... who truly takes care of the customer. Very much appreciated.... TaraNova club members are very privileged to have such a great representative on board!*

### **Congratulations ROSANNE GUANABARA on your 25<sup>th</sup> anniversary with TaraNova**

We would like to take this opportunity to thank Rosanne for her many years of service to TaraNova. In 1994 Rosanne was an eager young lady looking to use her skills to work in a new and exciting industry. She began working with TaraNova in an entry level position. Over many years, and largely due to her motivation and desire to assist members, she eventually became Club Supervisor. Her professionalism and loyalty have helped to guide the club’s customer service team for many years. Rosanne personally involves herself with members, connecting with them, listening and understanding changes in life patterns. It is obvious from the countless letters we have received personally thanking Rosanne, that she is dedicated to ensuring that TaraNova members are receiving the best customer service for their valued membership.

**Norman Griesdorf, President & Teresa Knapp, Executive Director**



## TAP INFORMATION SEMINAR HELD JANUARY 20, 2019

TaraNova members were invited to an Information Seminar for the TaraNova Advantage Program (TAP). The date was set for January 20, 2019 and it could not have been worse weather. That day we were in a middle of a snow storm and it was cold and icy. Nevertheless, we had a room full of inquisitive TaraNova members.

A demonstration was shown on a big screen and numerous questions were answered. Most of our members saw a benefit to try TAP for at least a year. Others voiced their appreciation for the seminar. Members left knowing they were in a better position to make an informed decision to see how this program could be suitable for them.

Future seminars are to be held at the TaraNova Head office, 150 Consumers Road, Suite 401, Toronto. **RSVP is mandatory.** The seminars should take approximately 1 hour. There are 2 seminar times per scheduled date. RSVP by email to the Club directly at: [club@taranova.com](mailto:club@taranova.com)

**Space is limited** so please e-mail as soon as possible to confirm your reservation as space is available on a first-come basis. Please indicate which date and time you wish to attend. If you are unable to attend one of the scheduled seminars, please contact Rosanne ([rosanne@taranova.com](mailto:rosanne@taranova.com)) to set up another time. If required, additional TAP Seminars will be announced.

### Upcoming TAP Seminar Schedule.

Wednesday May 1<sup>st</sup>, 2019

4:30pm - 5:30pm  
6:00pm – 7:00pm

Thursday, May 30<sup>th</sup>, 2019

11:00am – Noon  
2:00pm – 3:00pm

Wednesday, May 15<sup>th</sup>, 2019

5:30pm – 6:30pm  
7:00pm – 8:00pm

**RESERVATIONS are REQUIRED**  
**Upon receipt of your RSVP, TaraNova will advise whether space is still available.**

To RSVP, email the Club directly at: [club@taranova.com](mailto:club@taranova.com)

Be sure to include your Name & TaraNova Membership Number. Indicate the date and time you wish to attend. Please state the number of people in your party that wish to be in attendance.

# IMPORTANT NOTICE TO MEMBERS

**TaraNova has developed many options regarding your membership.**

**Please contact the Club to find out how we may assist you to:**

- a) Amend and shorten the term of your membership.
- b) Upgrade your membership.
- c) Purchase additional memberships for family and friends at the Specially Reduced “Members Only” Rates.
- d) Replace an existing name on your membership.
- e) Split your membership to provided memberships for your family members.
- f) Transfer your membership.
- g) Receive much of your maintenance fees back through the CASH BACK Advantage Program.
- h) Other options that you may wish us to consider.

CONTACT: [club@taranova.com](mailto:club@taranova.com)

## ADVISORY NOTICE

Members have been contacted by Third-Party Companies, stating they could: Sell your membership; Guarantee a Release from Maintenance Fees; Members will make a profit from listing with them; and other statements. They may advise you there is a small fee, and then extra costs are often added. Members have informed us that they have paid THOUSANDS of dollars to Third-Party companies that keep requesting further funds and members still cannot transfer, sell or exit from the membership.

The following advisory was sent out by RCI a few years ago.

### *RCI advisory stated:*

*“These third-party entities may offer to assist in the sale or rental of owners’ timeshare interests for an upfront fee, or they may invite an owner to attend an informational dinner to discuss updates to RCI exchange programs”. “RCI also has been informed that certain resale service providers are offering to sell an owner’s timeshare (including RCI members) and thereby relieve the owner of her or his ongoing maintenance fee obligations, in exchange for upfront fees and execution of a power of attorney to sell the owner’s timeshare. Owners receiving such offers may wish to **consult with an attorney\* and/or their resort** to confirm that a transfer of ownership and the corresponding maintenance fee obligation will occur as represented and any resulting sale or rental will be honored.”*

Your TaraNova membership is yours to sell. However, **in order to protect the TaraNova member base**, TaraNova must be able to ensure that the new purchaser has the resources to continue with the membership for the full term. TaraNova has Transfer Agreements, Credit Forms and other additional forms to be completed and approved by The Club before a membership may be transferred. We have transferred many memberships to family, friends and other individuals once we have been satisfied that the transferees are willing and able to assume both the benefits and the obligations of the membership. Please follow RCI’s advice! TaraNova suggests that you **contact the Club \*or your own independent attorney, NOT one suggested by the Third-Party entity** before you sign any paperwork or pay any funds.

## TARANOVA VACATION CLUB

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