



TaraNotes

Spring Issue 2021

**It is with great sadness that we announce the passing in late 2020 of
Norman Griesdorf, President of TaraNova Vacation Club
(1933-2020)**



Norman D. Griesdorf, Q.C. had been president of TaraNova Vacation Club since its inception in 1991. In 1996, he and the management team led the club in a new direction, creating a member-owned vacation club governed by an independent Board of Governors. He had been honorary counsel to the Canadian Resort Development Association and many other not-for-profit organizations and charities. Among the many distinguished awards that he received, he was particularly proud to be a recipient of the Heart Award from Variety Club of Ontario and honored with a Presidential Citation from Variety Clubs International. Norman will be missed by his family, his multitude of friends, business associates, and the many people he touched throughout his life.

Norman was an integral part of the success of TaraNova Vacation Club, and we thank him for over 30 years of devoted service to the members of the Club.

We will miss him, but his legacy with TaraNova will continue.

R. I. P.

TaraNova Board of Governors announces a New President.

In early 2021, a Board meeting was convened to elect a new President. Teresa Knapp was unanimously appointed and approved as the new President of TaraNova Vacation Club. Teresa Knapp has been the Executive Director of TaraNova since 1991 and together with Norman Griesdorf, was instrumental and successful in spear-heading the legal right for TaraNova members to operate their club, ensuring that control of the Club was put in the hands of the members. **TaraNova Board of Governors exercises authority over and ultimately controls your resort properties, approves the annual budget, and fully understands how the Club is managed. The Board works closely with management to ensure the Club operates and fulfills its requirements to the members.**

TaraNova Members, Board and Staff:

It is with a heavy heart that I bid farewell to Norman Griesdorf. Over the last 30 years Norman and I worked together with a mutual vision to provide positive and rewarding experiences for our TaraNova members and guests. I share his desire that members of the Club are to be treated with the best customer service and to ensure satisfaction in their TaraNova membership. As your President, I will continue to follow his outlook for TaraNova and work closely with the Board of Governors to safeguard the viability and success of your Club.

**Yours respectfully,
Teresa Knapp, President,
TaraNova Vacation Club**

Dear TaraNova Members

The last year and a half during COVID-19 has been challenging for everyone. However, our dedicated Management and Customer Service teams have been continuously working with our members and our associates to address any questions or concerns. Our members have been wonderful, supportive and thankful that TaraNova was able to secure their resorts and their weeks for future use. We received so many calls and emails thanking us for assisting in re-arranging not only their TaraNova reservations, but also assisting them in other vacation challenges. Many of you have already been in contact with Rosanne Guanabara for one-on-one customer service to assist in banking or holding-over your TaraNova weeks. For those members that have not discussed your membership options, please see the last page of this TaraNotes and contact rosanne@taranova.com for customized personal service.

We can finally see some light at the end of the COVID tunnel. The Canadian government has reported that over 60% of Canadian adults have already received their first dose of the COVID vaccine. They also report that the borders will hopefully open as soon as it is safe to do so. Therefore, we are anticipating a very busy vacation year next year.

Many of our members have already prepaid their 2022 maintenance fees and are planning their promising future vacations. Our USA members and exchange guests continued to take advantage and enjoy the use of our resorts during 2020 and 2021.

All the TaraNova resorts are currently open and are hopeful that soon they will be able to greet our Canadian members! The future is looking brighter and your TaraNova Customer Service department is looking forward to assisting you in all your TaraNova needs.

**Teresa Knapp
President**

FREE Upgrades and Amendments to TaraNova Memberships

Be sure you are using your TaraNova membership to the max.

Know all your options!



Are you interested in:

1. Shortening the term of your membership?
2. More Weeks in a year?
3. Adding a family member onto your membership?
4. Transferring your membership to a family member or friend?
5. Purchasing another membership for a family member or friend at a reduced member price?

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

IMPORTANT INFORMATION

Although we always enjoy our members visiting us at our head office, due to COVID we are NOT accepting visitors at this time. We will update when this changes.

Tel: 416-499-8600 Toll Free: 1-800-914-CLUB e-mail: club@taranova.com

For more information on TaraNova please visit our website at www.taranova.com.

Check Resort Requirements/Info: Always check with the resort directly for information on any restrictions, quarantine requirements, medical requirements, policies & procedures, area information/updates or any other aspect of your vacation resort and area that you may be required to know.

Insurance: We suggest you purchase our CAP to ensure your accommodation week will be available should you need to cancel for any reason. (Visit www.taranova.com "Club Info" "Bulletin Board" DID you KNOW #9). Especially during COVID-19, please investigate medical, travel, vacation interruption and other insurance.

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 immediately in order that they may assist you during your stay. If you have any special requirements, please check with the resort before you confirm the week.

Travel Restrictions: We suggest you check with your government website for up-to-date travel guidelines prior to your trip. For our Canadian members visit the Canadian Government website at: <https://travel.gc.ca/travelling/advisories> .