

F A I R M O N T



Newsletter

Volume 2, Issue 1

July 2008

Welcome Home!

Our agents welcome you with style! Our newly redecorated lobby provides additional comfortable seating in a warm setting of natural woods, palm weaves and a surrounding of burnt oranges, yellows and greens. Enjoy the complimentary library filled with books and magazines, or puzzles on our leave one take one policy.

access the member reservations system, attend to assessment payments, and view contact lists for all administration offices. Our quarterly newsletters can also be easily viewed.

On-site Convenience for you

It doesn't get much more convenient! All purchases in our La Tiendita (resort store) can now be charged to your guest incidental account and settled at the end of your stay. We also accept Mastercard and Visa. If you wish to pre-purchase items to stock your fridge upon your arrival, you may contact **members.services@ranchobanderas.com** and forget about the hassles. Pre-plan to do less later!

We have also recently opened our new Coin Laundry facility located behind the convenience store. You may purchase tokens and laundry products at La Tiendita!



Wireless Internet

Whether business correspondence ties into your holidays, or you just wish to keep in touch with your friends and family; pack your laptop to connect to our high speed wireless internet service. This service is available from any point of the resort for a daily or weekly rate. Don't have a laptop? You can rent one! We have laptops for rent by the week with an internet service package. Be sure to inquire at the front desk upon your next check in.

www.ranchobanderas.com

Visit our new website and be updated on new images of the facilities and villas, events, services, menus & tours. Be sure to visit our Members Only page. You may enter using the username **rbmember** and password **relaxo**. This page provides an updated section where you can submit changes to your account information and



Reservations in 2008

If you are wishing to reserve a vacation at Rancho Banderas or book with an Exchange Company, please contact the reservations office to inquire about space.

Be sure to check your point balances and expiry dates. If you cannot travel to your home resort because of too short of notice, you may always deposit with Interval International or DAE Live as long as it is 4 months prior to the last day of your use year.

Example:

Use year	January 1st
End Use year	December 31st
Expiry for Exchanges or Banking	August 31st



If you do not have a membership with an exchange company you may sign up for one through:

Interval International: www.intervalworld.com
1-800-235-4000/ 305-666-4063

Membership Fee varies ask for more information

DAE Live: www.daelive.com

1-800-468-1799 No membership fee required

To book your last minute space or exchange your points for a week elsewhere contact our office at reservations@ranchobanderas.com or call us at **011-52-329-291-7000**

Members Services a Success

Since November of 2007, the resort has placed a Members Services Representative adjacent to the lobby to assist all members to make a reservation, update their account status or discuss any other general inquiries regarding the resort or their membership. This has been a very successful and

useful venue for members to receive specific information that pertains to their home resort and usage, and will continue to be available on-site and off the resort by contacting: contactus@ranchobanderas.com

For reservation inquiries off-site please continue to e-mail your request to: reservations@ranchobanderas.com

Pre-Plan now, Relax and Enjoy later

We want to accommodate you before your holiday begins! You now have the choice to pre-plan your vacation to fit your needs. We are presently creating a survey that will be sent to guests with their reservation by e-mail prior to their arrival.

The survey will serve the purpose to assist us in identifying vacation preferences of each individual or family and offer information in order to better plan your valuable time. We will be able to pre-book any number of services including transportation, on-site car rentals, food & beverage packages for your villa refrigerator, spa treatments, tours, or a special dinner or event in our Relaxo Restaurant. If you are interested in what is available, visit our website www.ranchobanderas.com and e-mail contactus@ranchobanderas.com to inquire about additional information or bookings.



Thank You Members for your Feedback!

The first phase of Renovations in the 100 & 200 building and the improvements made to the exteriors have been especially noted in your resort evaluations. Those who have not visited the resort this year, will expect to see new walkways, improvements to the welcome palapa, lobby restaurant, and to the back of the 300 building.

We will continue to work on planned projects and will be continuing our first phase of renovations in the 300 building

and a second phase in the 100 & 200 buildings during our low seasons in 2009.

What's cooking at Relaxo Restaurant?

Be sure to check out our Dining and Entertainment section on our website www.ranchobanderas.com, where you can click on links to view the Breakfast, Lunch & Dinner menus. As well you will find a list of our weekly evening events and entertainment. Try our new Tapas menu on Wednesday, a Spanish Tradition to select various appetizer taste testers for two or more people. Perfect for lunch or dinner!

All menus are available in our Sports Lounge. We will be happy to tune into any sport event on our satellite 50" screen TV's to bring the games to you!

Fine dining is from 6:00 pm to 10:00 pm on our breathtaking ocean front terrace. We offer a variety of entertainment each evening from romantic music to our Traditional Fietsa Mexicana each Tuesday or Salsa Night Wednesdays! Relaxo Palapa Restaurant awaits you and looks forward to serving you with a personal touch that will exceed your expectations! Make your reservations on-line for any event at contactus@ranchobanderas.com



Relaxo Car Rentals: Zero Deductible Insurance Now Available!

Easy mobility has been a great success and highly recommended by clients who have rented an on-site car for their site-seeing needs. We have excellent competitive rates for a 5 passenger car. You may view this information under Guest Services on our website and inquire through members.services@ranchobanderas.com. Be sure to ask about the Zero Deductible insurance, and do not pay any responsibility costs, theft or damages when renting through our onsite car rental service.

Sunchaser Vacation Club Referral Program

Bringing a guest to the resort or sending someone to use your time? If they attend a presentation on the Sunchaser Vacation Club program and they purchase, you will receive \$200 per sale in Owner Rewards that can be used towards maintenance fees, onsite services, or cash. Be sure to watch your website under the Specials tab where there are some great opportunities for Owners or guests of Owners to visit Rancho. Remember, if they attend a presentation under your referral and buy, \$200 becomes yours! Contact contactus@ranchobanderas.com to refer your family, friends, or associates to view our Sunchaser Vacation Program.

Fairmont Exchange and Bonus Weeks Options

Fairmont Resort Properties Ltd. has recently solidified a new partnership that gives Fairmont Resort Properties Ltd. members **a new benefit and more exchange options!**

Fairmont Resort Properties Ltd. members can now exchange into any available unit regardless of size or season! All you have to do is find a week you would like to exchange into from our member page at www.ranchobanderas.com/external_exchange.html. Once you have found the destination you would like to visit, call Fairmont Resort Properties Ltd. Customer Service at **1-888-878-4477** to deposit and confirm your exchange. It's really that simple! **Exchanges are only \$ 89!**

Fairmont is also making **last minute vacations available** through our new bonus week program. www.ranchobanderas.com/bonus_weeks.html. The lists of available Bonus Weeks and Rental Units are live and updated constantly, so **check back often** and see what's available. Call Fairmont Resort Properties Ltd. Customer Service at **1-888-878-4477** to book an extra vacation today!



Contact Information

Fairmont Rancho Banderas:
Carretera a Punta de Mita km 8.3, Playa Destiladeras
Bahia de Banderas, Nayarit CP 63732
Mexico

From USA/Canada **011-52-329-291-7000**
Email: **contactus@ranchobanderas.com**

Assessment Fees:

Check payable to Management: Resorts West
Management Group Ltd.

Mail to: Accounts Administrator
c/o Rancho Banderas
5799 - 3 Street SE, Suite B
Calgary, AB T2H 1K1
Canada

Business Hours: Monday to Friday, 8 am to 4 pm
Mountain Standard Time

Telephone: **(403) 451-1242**

Toll Free Phone: **1-877-451-1241**

Fax: **(403) 451-1163**

Toll Free Fax: **1-877-451-1239**

Email: **assessments@ranchobanderas.com**

Finance:

Check payable to: Fairmont Funding Inc.

Mail to: 5799 - 3 Street SE, Suite B
Calgary, AB T2H 1K1
Canada

Telephone: **(403) 451-1164**

Toll Free Phone: **1-877-451-1164**

Fax: **(403) 451-1163**

Toll Free Fax: **1-877-451-1239**

Email: **ffi@fairmontcanada.com**

