

# ANNUAL MEETING Q&A

10/26/2017

Question/Comment	Answer/Update
<p>Sales people at Cancun make false claims to induce members to upgrade. They claim that they will rent out enough of our points to cover maintenance fees, and do not even respond the text messages or phone calls. I have been asked by several elite members to ask you how you can continue to employ people like this who make the sales team appear dishonest.</p>	<p><b>10/26 UPDATE:</b> Club sent e-mail to the Cancun Sales team to look into the matter and report back. Also to reach out to member and work out a solution.</p> <p><b>11/16 UPDATE:</b> Dallas spoke to the team about the issue presented and the sales people as well on how they're handling these situations and they are scheduling ongoing training to ensure consistency. COMPLETED.</p>
<p>Why are "notes" from these Q &amp; A sessions not produced as a record of discussions?</p>	<p><b>11/16 UPDATE:</b> Club will load up to the site and possibly put out a newsletter with these Q&amp;A. On the website. COMPLETED.</p>
<p>Does the MAC have an email or contact method that members can send their issues to? Direct questions to myboard@myuvci.com do not result in MAC being aware of questions/concerns where the MAC could advocate for members. They only result in the Club Director's attention which generates a very general response.</p>	<p><b>11/16 UPDATE:</b> Club will make a 'contact us' form on the club website that once filled in, they can select an option to have this sent to MAC members and it will generate the e-mail to all in that MAC distribution list. MAC page and contact form added to website. COMPLETED.</p>
<p>Where are the paper towels that were promised at the last annual member social? Because there is no official record of that session, it seems that this has fallen through the cracks. The "Director of Member Experience" indicates the associated costs affect the hotel's ability to provide alternative products or services that other members have requested. We will have an update on the status of this at the next annual member meeting? Why does this take 1 year when Mr. Gonzalez said that paper towels were to be provided?</p>	<p><b>VDP-Cabo</b> - In both regions paper towels for the Elite and Fixed Members are provided as a startup amenity during their stay and replacements when needed.</p> <p><b>Arco</b> - Paper towels are an Elite and fixed members benefit, for other members we have kitchen towels.</p> <p><b>Vallarta Regions</b> - In both regions, paper towels for the Elite and Fix Members are provided as a startup amenity during their stay and replacements when needed. If we want to provide paper towels for any other member, we suggest the following: One paper towel roll per week. The annual additional operation expense would be Vallarta Region \$9,307 USD, Cabo Region \$9,901 USD.</p> <p><b>11/16 UPDATE:</b> Club is talking to Cobos and Ruben to ensure that this proposal is for all units and not just 1bedrooms and above.</p> <p><b>4/24 UPDATE:</b> New policy implemented to include all room types – one roll replaced weekly. COMPLETED</p>
<p>At the last annual meeting, it was noted that there were no major US TV channels (CBS, NBC, etc.) available in the package provided by the new service provider, thus daily news, among other things, in English, are not available to guest. Robert Kistner asked that this be looked into and a "fix" made. What is the status on this? No change this year. The "Director of Member Experience" had nothing positive to offer in regards either.</p>	<p><b>VDA</b> - We have 52 channels, most of them in English, only one domestic channel</p> <p><b>11/16 UPDATE:</b> Sports channels were added but members desire network stations. Operations is researching new company and comparing fiber optics vs. other methods. Different services provide different licensing agreements. Need to strike a balance between variety, service, and cost.</p> <p><b>1/24 UPDATE:</b> After a review of the current options available no change will be made at this time. COMPLETED.</p>
<p>How does one run for the MAC. There is no information on the website about this? Where would one find this information?</p>	<p><b>11/6 UPDATE:</b> MAC applications are sent once annually via eblast in December or January to UVC and VPA members. Contact Cynthia Lasher for more info or submit a request on the Member Advisory Committee page on the myuvci.com website. COMPLETED.</p>

<p><b>Could there be an additional towel bar or towel ring in the studio for the hand towels?</b></p>	<p><b>VDP Cabo</b> - We do have a towel bar and a towel rack where the hand towels are placed.  <b>Arco</b> - We will include them in 2018 capex.  <b>Vallarta Region</b> - This will be included in the 2018 Capex in both Flamingos and VDP Vallarta.  <b>11/16 UPDATE:</b> Club following up all resorts throughout 2018 to follow up on CAPEX items.  <b>4/24 UPDATE:</b> Follow up meeting scheduled. IN PROGRESS</p>
<p><b>"Thank you for Patio screen doors! Could there be decals or a woven thread on the screen please? It only takes a "type A behavior" person 2 steps from the "outside" going "in" at full speed to go right through the screen. "</b></p>	<p><b>VDP Cabo</b> - Does not need the suggested decals/woven threads at screen doors.  <b>Arco</b> - We already have decals in the glass patio doors.  <b>Vallarta Region</b> - Door screens will have the Villa Group logo painted.  <b>2/24 UPDATE:</b> Vallarta doors to be completed by February 2018. COMPLETED</p>
<p><b>Canadian Charitable number is needed for EWF donations please</b></p>	<p><b>11/6 UPDATE:</b> Club reached out to Mark Nelson and he is looking into this. He suggested we reach out to Pam Lushinton to look into further and he will work with Cynthia and Deb on this.  2/24 update: Email sent to determine whether company is still offering the service.  4/24 After initial research, EWF Board determined that due to complexity of taxation issues and requirement to create a new entity in Canada, this issue will be tabled until the Board can discuss next steps. To be revisited at a later date. COMPLETED</p>
<p><b>"What Is the future of our UVC/VPA Club memberships given the developer focus on other properties such as Garza Blanca? Should we all trade to Cancun to upgrade to Club Caribe?"</b></p>	<p><b>11/16 UPDATE:</b> All Developers are building new resorts; internal transfer use is complex. Goal is to establish process for all members to gain access to all properties. IN PROGRESS</p>
<p><b>When safety bar was requested for our shower, I was told none were available. I thought ALL resorts now have safety bars – they don't.</b></p>	<p><b>VDP Cabo</b> - The process of installing the shower safety bars is ongoing.  <b>Arco</b> - Have safety bars in all bathrooms.  <b>Vallarta Region</b> - All bathrooms at Flamingos have two safety bars, no investment is needed. VDP Vallarta will need the following for the bathrooms with bathtubs: 37 Safety bars for the main wall inside the shower and 257 safety bars for the wall entering the shower. The total investment would be \$ 131,950 pesos. In a conversation with Mr. Moreno, he authorized to make the investment right away with the 2017 Capex savings.  <b>11/16 UPDATE:</b> Club following up with remaining resorts to ensure all rooms have at least one safety bar.  <b>2/24 UPDATE:</b> Follow up meeting scheduled. IN PROGRESS</p>
<p><b>Please return furniture on each floor to the elevators in PV Palmar. So many members cannot stand while waiting for a door lock to be re-programed!</b></p>	<p><b>Vallarta Region</b> - Already in 2018 Capex.  <b>11/16 UPDATE:</b> Club to revisit throughout 2018 to make sure CAPEX purchases are delivered.  <b>2/24 UPDATE:</b> Furniture was originally removed due to age and wear. New furniture being added to CAPEX 2018. It should be on property within first Q 2018. COMPLETED</p>
<p><b>Why are the activities crew always new and some without any English? (PV Palmar)</b></p>	<p><b>Arco</b> - Have 2 guys who speak English.  <b>11/16 UPDATE:</b> Hospitality industry experiences turn over due to promotions or job changes. Attention will be placed for all employees with high member exposure to have minimum English.  <b>2/24 UPDATE:</b> Hotel implementing new retention policies. Internal staff member promoted to head department. COMPLETED.</p>

<p><b>Is there a rule about not being able to cancel an all-inclusive pkg. once at the resort? I the salesperson states something incorrect, the member is alone and changes her mind, it should be automatic – No is No!</b></p>	<p><b>VDP Cabo</b> - When a package is purchased as an option through pre-arrival or member services, the policy is the member cannot cancel once on property.  <b>Arco</b> - Yes there is a rule, not refundable.  <b>11/16 UPDATE:</b> MS reached out to member and provided the details to the cancellation policy. Member wanted to be able to cancel regardless of policy. COMPLETED</p>
<p><b>"GLUTEN FREE need to be addressed! I have asked 4yrs.  Wed am Lunch – Nice Wraps  Thursday am Breakfast – Nothing  Wed night – Mahi w/mushrooms  Thursday night - ???</b></p>	<p><b>VDP Cabo</b> - we have gluten free items in Bella California Restaurant, also gluten free logos appear on the restaurant menus and the buffet dish signage.  <b>Arco</b> - Hostesses are trained to ask the guests if they have any special dietary allergies or needs. We also offer Gluten Free Bread in our restaurants.  <b>Vallarta Region</b> - Menus already have some items, however, an SOP was created so every menu will have a minimum of GF items.  <b>11/16 UPDATE:</b> Member social event menus always have at least one or two vegetarian and gluten free options. Staff does identify dishes but more attention to this is needed so members are assured their dietary needs are being addressed.  <b>2/24 UPDATE:</b> Management regularly meets to discuss menu variety and gluten free is included among other dietary considerations. COMPLETED.</p>
<p><b>On Call needs to be a general agenda item. Very important info for everyone!</b></p>	<p><b>11/16 UPDATE:</b> Club is updating the site with more ON CALL information and updates. We can consider adding back in to presentation as in the past.  <b>2/24 UPDATE:</b> Oncall informational flyers will be included to the member packets, and the availability to make individual appointments will be added. COMPLETED.</p>
<p><b>The Eagles Wings grant ceremony was a great idea, but we were absolutely clueless in the audience about details. Suggestion for improvement: 1) Only 2 presenters should be spoken in one language, then wait for the interpreter to speak (Spanish was almost continually spoken)</b></p>	<p><b>11/16 UPDATE:</b> We can research costs of having interpreter headsets like we do in Cancun. IN PROGRESS</p>
<p><b>Have a written hand out of the recipient's names, with a brief explanation of their purpose i.e.: physical therapy / services to seniors / scholarships for students etc. &amp; amount in USD as well as Mexican pesos they received. This is equally important as the donors &amp; recipients.</b></p>	<p><b>11/16 UPDATE:</b> The grant listing includes amount, recipient and purpose of grant and was in each packet. We can make these available at grant ceremony instead or in addition. At the auction event the bios of the student were available as a handout - we can include in the packet next year. IN PROGRESS</p>
<p><b>Salt &amp; pepper shakers need to be filled. For customers to come &amp; find them empty is an insult.</b></p>	<p><b>VDP Cabo</b> - Refill salt and pepper shakers before arrival and during their stay.  <b>Arco</b> - They are re-filled all the time.  <b>VDP Vallarta</b> – Will have a Hot Box with salt shakers so they are kept dry and these will be used as replacements in the rooms.  <b>2/24 UPDATE:</b> Salt and pepper are always available; at times the shakers are removed for cleaning when the humidity has caused the spices to stick. It is on standards list for Housekeeping to check each time. COMPLETED.</p>
<p><b>Where are we getting paper towels back? UVC is</b></p>	<p><b>VDP Cabo</b> - We provide paper towels for the Elite and Fix Members,</p>

the only timeshare we own that does not provide them. Little things mean a lot!

we do provide it as a startup amenity during their stay and replacements provided when needed.

**Arco** - Paper towels are an Elite and fixed member benefit, for other members we have kitchen towels.

Puerto Vallarta Region – Benefit started in January. One roll per week to be replenished for longer stays upon request.

**2/24 UPDATE:** The Club is working with resort's General Manger to standardization room amenities in all destinations. IN PROGRESS

**A BIG thank you for your excellent standard of cleanliness / maid service / sparkling pool / beautiful grounds. The maintenance department is outstanding in promptness & service. All members should depart from their units leaving it better than when they arrived if needed. We appreciate all the time & effort by staff in making this annual event so special. And for the lovely gift every year and great food.**

**VDP Cabo** - Working daily to improve all grounds and rooms for our members.

**Arco** - Congratulations!

**Some people are smoking around the pool and the servers are initialing to address this and inform them of smoking areas. (Also smoking outside the bus) all staff should be trained to enforce the smoke free rule (yay!) of the resorts.**

**VDP Cabo** - Has designated smoking areas and they are enforced by all staff members to guests that are smoking in non-smoking areas.

**Arco** - According to the "Smoke Free Resort Policy" members and guests are allowed to smoke in designated areas (beach and check in area).

**Vallarta Region** - Re enforcement with staff.

**11/16 UPDATE:** Members advised smoking permitted on balconies unless complaints received. Will revise existing SOP to include vaping. Club will follow up with resorts to make sure ongoing compliance and training on rules is done.

**2/24 UPDATE:** It has been recommended that the location of the smoking sections are added to all physical resort maps as well as paper maps given out by Front Desk. SOP will be updated to include the vape.

**4/24 UPDATE:** New policy (that includes vapes) has been distributed to all regions. Smoking locations have been added and/or moved at certain properties. Training completed for security and pool area staff to reinforce rules. COMPLETED.

**"Why can we not have one account # that combines our various upgrades?  
I was lead to believe it did not matter where purchase was made**

**11/16 UPDATE:** New ResortConnect will solve issue and accounts can be grouped to view all points/weeks together regardless of point of sale.

**4/24 UPDATE:** For members that have upgraded, all points will roll into single account. For members with multiple accounts in different clubs or accounts that were not combined, members will see a drop down menu with all of their accounts listed and be able to toggle easily between the different accounts without requiring multiple log ins. COMPLETED

**Small items  
Why isn't cream and sugar included w/ coffee in room upon arrival & why no oil and extra candles for ambiance?**

**VDP Cabo** - cream, sugar and tea is only for Elite and Fixed members arrivals. Needs to add to adhere to standard. Candles are not offered due to fire hazard.

**Arco** - In VDA cream and sugar are included in the coffee kits in rooms  
**Vallarta Region:** Cream and sugar are included in the coffee kits in rooms in Vallarta and Flamingos.

**11/16 UPDATE:** Club following up with Resorts - should be part of Welcome Package/housekeeping checklist.

**2/24 UPDATE:** Follow up meeting scheduled to make sure all resorts

are compliant.

**4/24 UPDATE:** Cream, sugar, tea have been added to welcome checklist for all regions. Oil will not be provided and we encourage members to purchase this at the Palmita market. Candles are not provided but the spa offers some products along with the Market. COMPLETED

**Downtown has great Wi-Fi, you get it on the beach, Netflix in the bedroom. Flamingos seems slow this year. Will we get an upgrade?**

**Arco** - We are upgrading Wi-Fi signal on Elite floor  
**11/16 UPDATE:** Ongoing issue with concrete walls and configuration of routers. Storms also cause operational issues. Goal is to be able to offer highest level streaming capabilities. Club following up with Resorts.  
**2/24 UPDATE:** Hotel was looking into alternate providers but no official determination has been made.  
**4/24 UPDATE:** Hotel continues its research as to the various improvements in equipment and service that need to be made. IN PROGRESS

**Why are loud speakers on radios permitted around the pool? We are here for enjoyment.**

**VDP Cabo** - Have fixed speakers in both pools and the use of personal speakers not permitted by guests, only area they are allowed is on the beach.  
**Arco** - They are not permitted at high volume.  
**Vallarta Region** - Re enforcement with security and wait staff  
**11/16 UPDATE:** Club following up with Resorts to make sure rules are enforced. GMS advised they will have security reviewing and watching for this and kindly advising people that they must use ear phones as loud music is not permitted. **This will only be enforced if the guests with the speakers are causing a problem or other guests are complaining.**  
**2/24 UPDATE:** Security has been trained to follow rules and GM will reinforce during walk through. COMPLETED.

**Why is this resort not a completely non-smoking one? We are inviting problems. Smoking should not be permitted on balconies since there are designated smoking areas**

**VDP Cabo** - Balconies are smoke free, however it is impossible to control guests from smoking. When there is a complaint of someone smoking we call the room and inform them that smoking is not permitted in balcony and inform them our smoking locations.  
**Arco** - According to the "Smoke Free Resort Policy" we only allow smoking in designated areas (beach and check in area).  
**Vallarta Region** - Re enforcement with security and wait staff. COMPLETED.

**How come at Villa Del palmar downtown when you stay longer than two weeks the service charge is \$2 per day, and everywhere else its \$3.5 per day no matter how long you stay?**

**VDP Cabo** - We charge 3.50 USD daily as a Resort/Service Fee no matter the length of stay.  
**Arco** - We always charge the \$3.50 to all members.  
**11/16 UPDATE:** The Club will follow up possibility of offering scaled service fees for longer visits; ultimately Hotel decision.  
**2/24 UPDATE:** Policy to offer scaled fees based on length of stay was approved and will be finalized with resorts. COMPLETED.

**There is to weight scale in the exercise room, does Flamingos have one on order? Have had to use the La Estancia scale for which we have no direct access Had to ask Jim Person for access to weigh in at 7am each day as a baseline for following weight changes.**

**VDP Cabo** - We have scales in all wet areas; however, we will revise the need to put one in the work out area.  
**Arco** - We do have a Scale in Desert SPA in VDA.  
**Flamingos** - A new scale was bought two weeks ago.  
**11/16 UPDATE:** Club will follow up with resorts to make sure all gyms have at least one functioning scale.  
**2/24 UPDATE:** All resorts have ordered scales. COMPLETED.

**What has the experience been of other members who have benefited from the referral system**

**11/16 UPDATE:** Members with specific questions about their accounts were directed to the Referral Roundtable following the



<p><b>after referring someone who purchased here at villa?</b></p>	<p>presentation. COMPLETED</p>
<p><b>Will there be an upgrade for the furniture and other furnishes in the room?</b></p>	<p><b>VDP Cabo</b> - In phase 1 we are in process of remodeling, that includes upgrade on all the furniture, kitchen, bathroom vanities and accessories and in 2018 phase 2.  <b>Arco</b> - We are upgrading the Elite floor (33 rooms).  <b>11/16 UPDATE:</b> Upgraded Elite Suites being established at all PV, Cabo and Loreto VG destinations. Elite members will be sent information in November about new program.  <b>2/24 UPDATE:</b> All Elite Suite upgrades scheduled for completion by End of February 2018. COMPLETED</p>
<p><b>Hats off to the maintenance staff they are so quick knowledgeable capable</b></p>	<p><b>Arco</b> - Congratulations!</p>