



TaraNotes

Fall/Winter Issue 2020

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear TaraNova Members:

I sincerely hope you have all been safe and finding ways to manage through this COVID-19 pandemic. This year has been unprecedented due to the virus. However, TaraNova was able to take advantage of the lock-down at the resorts and used the time wisely to deep-clean and upgrade units. Your management team has been diligent in maintaining the resorts while providing the highest quality of customer service to our members and guests. Once again, I am very pleased to announce maintenance fees have not increased for the next year. I believe we are the only vacation club in the industry that is able to state that dues have remained consistent for 7 YEARS in a row. This is unprecedented! We have been able to utilize all avenues to ensure that your dues did not increase, and your weeks were protected. With a virus vaccine available during the next year, we are optimistic that our members will be able to take some well-deserved vacation time.

All of your TaraNova resorts have remained open since mid-June. A few members purchased Guest Certificates so their friends and family in the USA could enjoy a week at a TaraNova resort. With exchanges continuing to take place, our resort staff were very pleased to accept and host our RCI and AP exchanging guests into our resorts. However, the staff at your resorts are eagerly looking forward to when they can, once again, greet our own TaraNova members. Most of our members have already paid their 2021 maintenance fees and deposited them into their exchange company. Since all the weeks deposited are valid for up to 2 years from the date of check-in, our members are utilizing those weeks and already arranging for longer vacations in 2021 and 2022. A few of our members are booked for Costa Rica for the end of this year and are looking forward to experiencing some of the exciting eco-tours.

Your TaraNova membership offers you many advantages. Vacation Clubs have become the prized possession for vacation get-a-ways. Especially now, people want more space and full kitchens so they can enjoy a safe family vacation with cooked meals outside of restaurants. We all need the time and the space to connect with friends and family. Whether it is at one of your own resorts or through an exchange, take the time to enjoy the luxury of a home away from home.

I thank the staff at TaraNova for their hard work and endless efforts to provide excellent customer service to our members. A very special congratulations to Pam Nathan on her 15th Anniversary at TaraNova. I must thank Rosanne Guanabara for the many hours of extra time, often late at night and during weekends, she took to assist our 2020 vacationers. TaraNova was able to ease member anxiety, regain member weeks, rebook vacations, and even assist in travel matters that were not particularly relevant to their TaraNova confirmed vacation. As always, your TaraNova Customer Service Team are eager to assist you in all your TaraNova vacation needs.

Wishing you all a Safe Holiday Season.

Regards, Teresa Knapp



Letters from Members TaraNotes Fall/Winter 2020

Congratulations Judy & Paul M 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!**

Dear Teresa and Rosanne,

After paying our 2021 dues with the enclosed bank draft, we would like book TaraNova Villas Palmas in Costa Rica for any available week ...ie: during the high demand period.

As in previous years, we are going to have a guest use this time and have enclosed payment for the guest fee of \$50 USD.

With the challenges encountered by this COVID-19 pandemic, we appreciate your efforts that everyone at TaraNova have undertaken to ensure safety within the organization

As we continue to enjoy our membership with TaraNova, we look forward to many wonderful vacations when it is safe to travel.

Please stay safe yourselves.....

Rosanne,

Many thanks to you and TaraNova for the generous, kind and quick response to my dilemma.

I hope you all stay well to the end of this pandemic and beyond.

Dear TaraNova.

With respect to my RCI deposited weeks, I know that you will look after this - As you always do. Thank you for all your help.

Also, I appreciate the Amendment to shorten my membership and look forward to using my weeks over the next 10 years. Stay Safe.....

Editors' Note: If you are interested in amending your membership, contact rosanne@taranova.com

Dear Teresa:

I must commend you on the fast, efficient, and pleasant assistance that I received from your staff.

First Pam assisted me and then Jeannine helped with my payment for my 2021 dues. I really appreciated that I could pay by VISA as I did not want to go to the bank. Next, Rosanne was very helpful with helping me with my AP weeks.

They were all extremely friendly and helpful.

I am looking forward to traveling again next year.

Great Customer Service!

Dear Staff:

Once again, I commend you on keeping the Maintenance Fees the same as previous years. I really appreciate this.

Please find enclosed my payment of \$699 US for the 2021 Maintenance Fees. I would like to bank my week with RCI.

Thanks again for your helpful assistance and interest in your members.

Hi Rosanne,

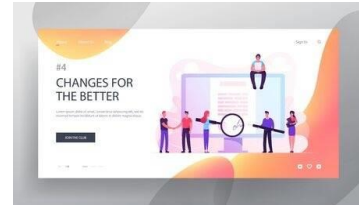
I really want to thank you for all your help in getting our son-in-law on the ownership with TaraNova as well as RCI. Your e-mail to them did the trick.

Thanks again and stay safe!!!

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 altering your membership term? Would you like a shorter term? Would you like more weeks in a year? Do you have a family member you wish to have included on your membership? Would you like to transfer your membership to a family member or friend?

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

IMPORTANT INFORMATION

Although we always enjoy our members visiting us at our head office, due to COVID we are NOT able to invite you to our offices.

Tel: 416-499-8600 Fax: 416-499-0231 Toll Free (NA): 1-800-914-CLUB e-mail: club@taranova.com

For more information on TaraNova please visit our website at www.taranova.com. Click on "Club Info" "Bulletin Board"

Check Resort Requirements: 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.

Protect Your Vacation: 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 that same day 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.

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. The Board works closely with management to ensure the Club operates and fulfills its requirements to the members. A special thank you to long-time board member John Brunt who arranged the virtual board meetings so that matters pertaining to TaraNova were kept current during COVID restrictions. We are looking forward to the time when we can, once again, meet in person. Every year at least one Board Member is elected for a 3-year term to ensure continuity of experience. All members in good standing may seek election. If you are interested, please contact Teresa Knapp on or before December 31, 2020 at club@taranova.com