



TaraNotes

Spring Issue 2020

MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear TaraNova Members:

This has been an unprecedented year. I hope you are all coping with the COVID-19 pandemic and keeping safe. Please see inside for a COVID-19 update. Throughout this challenging time, we have continued to maintain and upgrade TaraNova resorts and attend to our members' needs.

Our staff have been mostly working remotely from home to ensure continuity for our members. Telephone calls, e-mails, faxes and letters were responded to in a timely manner in order to alleviate any concerns that our members may have had with respect to not only their TaraNova vacations, but also with their Advantage Program and RCI vacations. We were able to ease their minds during this pandemic that their TaraNova Vacation Club and weeks would be secure.

I am extremely proud to announce that TaraNova Vacation Club won the Perspective Magazine "Best Customer Service Award" for a second year in a row. Inside you will find a Press Release from Perspective Magazine and information on this prestigious award. TaraNova prides itself on its Customer Care and its highly experienced customer service department. Also, take a peek inside to see a few of the letters we received from our members.

I would like to take this opportunity to thank the Board for their hard work and dedication to TaraNova Vacation Club. The board meets regularly during the year. This spring 2020, the Board did not want to postpone their meeting and decided to hold their first-ever Video-tele conference. It was a success, but we hope that our next board meeting will be held in person! This year we said good-bye and thank you to Helmut Bayer for his many devoted years of service. Before he resigned, Helmut wanted to make sure he found someone knowledgeable to take a seat on the board. His daughter, April Bayer-Murchison had purchased her own TaraNova membership years ago and was accepted and welcomed to the Board of Governors.

Our staff at the resorts in the USA and Costa Rica are looking forward to seeing their Canadian friends again. Many members have already paid their 2021 dues and are looking forward to a well-deserved vacation next year. We have been very busy making new reservations and depositing weeks. As always, our staff are eagerly waiting to assist you in all your TaraNova Vacation needs.

Our members are our first priority!

Regards,
Teresa Knapp

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TaraNova Vacation Club

Wins 2020 Perspective Magazine Award for Best Customer Service TWO years in a row!

Press Release from Perspective Magazine

TaraNova Vacation Club was recently honored with the Best Customer Service Award for the second consecutive year at the 2020 Perspective Magazine Awards Ceremony which was held 21st February 2020, during the GNEX 2020 Conference.

Known as one of the highest honors in the vacation ownership industry, the Perspective Magazine Awards recognizes companies and individuals for their achievements over the past year. More than 30 categories are judged independently by four industry experts, plus votes from conference attendees to determine the winners.

TaraNova Vacation Club has operated and managed its Canadian-based travel club for nearly thirty years, offering vacation experiences at its properties in Costa Rica, New Hampshire, Myrtle Beach, and Lake Tahoe as well as thousands of other vacation options worldwide through exchange and added value programs.

A large part of the success of the club is the long-term staff that have embedded a service culture and use their wealth of experience to continually improve processes and benefits. Teresa Knapp has remained as Executive Director since the Club began in 1991 and Rosanne Guanabara has held her role as Club Supervisor for 26 years, amongst others who have also worked for the company for several years.

The company has received this award for the second year in a row due to its outstanding commitment to customer service levels that exceed expectations. From one-on-one assistance with travel plans, to the forward-thinking strategies that benefit their members and keep them engaged.

TaraNova Mission Statement

To provide our members with outstanding vacation experiences throughout the world.

Our first priority has always been to provide excellent customer Service for our members.



Teresa and Rosanne were presented with the award in front of an audience of vacation industry executives during the 10th Annual GNEX Conference.

“It is a great honor to receive the 2020 Best Customer Service Award for a second year. The GNEX convention allows TaraNova Vacation Club to ensure it is on top of all the new and inventive strategies taking place within the industry. Thank you to Perspective Magazine, GNEX and our industry peers for this esteemed recognition.”

*Teresa Knapp, Executive Director
& Rosanne Guanabara, Club Supervisor,
TaraNova Vacation Club.*

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.

GNEX Conferences attract senior-level executives from more than 100+ companies across the globe with a heavy focus on networking, innovative ideas, high-quality speakers, and informational panel discussions.



Letters from Members

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Congratulations Alice D. WINNER 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.**

FROM OUR MEMBERS

We continue to enjoy our membership with TaraNova and look forward to many wonderful vacations as Rosanne, you have taken a load of our minds. You don't know how relieved we are and very grateful. We probably will take you up on the five-year plan as no one knows what is in store for us all over the coming years. We appreciate you offering us the options which we will certainly take advantage of. Thanks a million.

Note from Editor: TaraNova offers options to amend TaraNova memberships and reschedule weeks. If you are interested in amending your membership, please contact club@taranova.com

Again, I would like to reserve a 3-bedroom unit at Villas Palmas, in Costa Rica for the week starting Sunday, December 13th, 2020. By the way, you have given me excellent service and even Diamond Resorts have stepped up to the plate with how they are handling my account. It's exactly 1 week and I've already received the points for the week I deposited last week. Awesome job Pam and Rosanne. It has always been a wonderful experience dealing with both of you. Thank you so much for your assistance.

Note from Editor: This member is also a member of Diamond Resorts and TaraNova assisted them with their week deposit into Diamond Resorts.

We had a fantastic time in Costa Rica and the location of the condos was perfect for what we were doing on this trip. The staff were friendly and helpful. We did 6 tours through Sol Tropical and were very impressed with all of the guided tours but a little disappointed in the final tour which was transportation only. Chris (our guide from Monday to Friday) was great! He was very knowledgeable and informative.

We would definitely consider this location for future trips.

Good morning Rosanne, Thank you for all your assistance with our Myrtle Beach vacation. Thanks to you we had adjoining units with our travelling buddies which made for a very pleasant time.

The units were so tastefully and well appointed. They thought of everything right down to filters for the coffee. Very comfortable beds. The whole complex was sparkling clean, all the staff extremely welcoming and helpful.

All your work was much appreciated.

Seawatch – Our very favourite down time place to go!!!. Cannot ask for nicer people to be around!

We would definitely consider returning to Lake Tahoe and Heavenly ski resort. The staff and maintenance at the resort was pleasant, friendly, helpful, courteous and a pleasure to meet.

Many thanks! Also just got home from Myrtle Beach unit and cannot say enough good things about reno done and also on the lovely people who work there!

We continue to enjoy our membership with TaraNova and look forward to many wonderful vacations as more and more locations throughout the world become available to visit.

I would rate our overall stay as a 10. The staff responded quickly and politely to the only request we had. Thank you again for a very relaxing vacation. Tara Nova has in our over 30 years of service always been accommodating and topnotch. Also, a 10.

We had a beautiful week at the Sunchaser Resort in Fairmont Hot Springs. We were surrounded by mountains, lots of hiking trails and the hot springs were fabulous.

Editors Note: This was booked through their Exchange Membership using their TaraNova week.

COVID UPDATE

If you have a home-based TaraNova reservation within the next 60 days, please contact our offices to see what options are available to you. At this time, all of our resorts have been reopened. Management at each resort took advantage of the lockdown to provide deep cleaning and repairs to the resorts. At each resort, the on-site management has facilitated and implemented new safety and sanitary measures.

Before travelling please check for any border and other travel restrictions. It is very important for each member to check with the specific resort they are planning on visiting to confirm what amenities are open or closed and what, if any, restrictions apply to the area and the resort. Check for local shopping, restaurants, movie theatres, and other restrictions on activities. Government and Resort policies, procedures and restrictions may change at any time

RCI & Advantage Program have set new Policies, Rules and Regulations in place during COVID-19. Please contact **RCI** and **Advantage Program** directly for further detailed information.

Advantage Program has advised that during the Pandemic any credits in a members' account are frozen, and any refunds to be issued are "on hold". A new "Advantage List Program" has been implemented for 2021 weeks.

COVID OFFICE PROCEDURES

The TaraNova staff are diligently working during this pandemic.

For the safety of everyone, and in accordance with governmental restrictions, please do not come into the TaraNova head office. The doors will be locked until further notice.

Please send all reservation requests, banking and inquires to club@taranova.com. We are fully functioning and accepting and receiving all mail.

For those eager to plan their 2021 vacation weeks, you may do so by prepaying your Maintenance Fees. By prepaying, you will have the ability to utilize the benefits of reserving a TaraNova week or banking your week early.

At any time, Members are invited to contact the Club to arrange a meeting to discuss their membership and any questions they may have regarding TaraNova Vacation Club. Due to COVID-19, until further notice meetings and communication will only be conducted through e-mail, telephone, fax, or mail.

ALERT

Especially now, unscrupulous companies are trying to take advantage of the COVID-19 pandemic. Please be extremely careful when companies are offering any specials, including Testing Kits, Personal Protection Equipment, and other unproven remedies and devices.

Resale companies are also contacting Timeshare and Vacation Clubs offering COVID specials to sell your membership. As previously stated by TaraNova, all of these companies and lawyers cannot execute a sale, and certainly cannot guarantee a sale of your TaraNova membership, without the approval of TaraNova. In most cases they provide no results other than your continuing payments to them. ALWAYS check with TaraNova before you register or list with any Resale Company.

TaraNova offers our members many alternatives and options with respect to their membership. This includes amendments to shorten the term, upgrades, addition of names, transfers and more.

For more information contact
club@taranova.com

TARANOVA BIENNIAL MEETING - CANCELLED

In the past, the TaraNova Biennial Meeting was announced in the Spring TaraNotes. The 2020 meeting has been cancelled due to COVID-19. Frequency of meetings may change depending on circumstances as per the Board's decision. TaraNova will announce when the next meeting has been scheduled.
