



TaraNotes

Fall/Winter Issue 2022

MESSAGE FROM THE PRESIDENT

Dear TaraNova Members:

I hope you all enjoyed the beautiful Thanksgiving weather. Soon the Winter Holiday Season will be upon us. Many of you have planned for wonderful winter wonderland vacations, and many others have decided to flee to the sun.

It is gratifying to see that many of our members have decided to go back to the roots of TaraNova and are visiting their own resorts. What a pleasure it is for me to read comments from our members on their TaraNova experiences. To those that contacted us regarding our SeaWatch, South Carolina resort, I am relieved to let you know that, although the resort was right in the path of Hurricane Ian, we did not incur substantial damage to the units and most importantly all our guests were safe! The resort staff were greeting guests the very next day.

It is incredible that TaraNova will be 32 in January! I have had the immense pleasure of working with you and following your journeys through all these years. I am extremely pleased to see many of your next generation are taking their vacations with TaraNova. After a few years of a slow-down in travel, our members are using their deposited and hold-over weeks and planning longer family vacations. Many have already prepaid 2024 maintenance fees, taking advantage of high trade values with early deposits in RCI and the Advantage Program. For those last-minute planners, we still have some weeks available at your resorts for 2022 but contact us soon as they will go fast!

In general, I have noticed that travelers have become very eco-oriented. We are finding great interest from our members in our 2 for 1 exclusive offer at our Villas Palmas in Costa Rica where eco-touring is at its best! Villas Palmas has been designated by RCI as a Silver Crown Resort as a result of the RCI guest ratings. Please see inside this issue for more information on the Costa Rica Special Offer and a sampling of the RCI reviews. Our onsite tour operator is superb, and I am sure a vacation in Costa Rica will be one that will be remembered!

Thank you to the Board of Governors and to the Management and staff for their continued efforts on behalf of the members. As always, your TaraNova Customer Service Team is dedicated to assist you in all your TaraNova vacation needs.

Wishing you all a Safe Holiday Season.

Regards, Teresa Knapp

TARANOVA VILLAS PALMAS



San Jose, Costa Rica

Our resort complex in San Jose is a perfect base for exploring all the wonders of Costa Rica. After a day of sight-seeing, relax at our two-story fully equipped urban resort or experience local cuisine and Costa Rican culture at one of the nearby restaurants. TaraNova members and guests enjoy free **COMPLEMENTARY pick-up at the airport and complimentary Wi-Fi. Our on-site tour operator will assist you to book your excursions to visit the rainforests, volcanoes, waterfalls, Hot Springs, and activities such as ATV's, Zip-Lining, White-Water Rafting and so much more. Close to the Villas Palmas you will find restaurants, live entertainment, markets, shopping, a casino, health club, museums and so much more.**



TaraNova is offering **2 weeks of accommodation for the price of 1** at our Villas Palmas, San Jose, Costa Rica resort. Stay for TWO weeks for the cost of ONE! Or take 2 separate Weeks in Costa Rica for the price of just one week. Just let us know what you want and we will assist you!

Don't delay. Reserve today.* Contact: rosanne@taranova.com

Sampling of RCI Guest Reviews

I would highly recommend the condo and the tours. We were able to customize a tour itinerary that included an over night in Monteverde and two nights in Manual Antonio. Touring with our guide Christian was fantastic; he knows how to find all kinds of animals, is knowledgeable about everything and is passionate about his country and his tours. The meals included were great, local and Costa Rican. Mark and Christian made touring easy and enjoyable. We typically do things on our own but having a guide in Costa Rica is definitely the way to go, we were able to see and learn so much more than could have done on our own. The tour group size was small which we were looking for. We visited the first week in August and it was great, much less busy than high season. The weather was fine, and the rain did not negatively impact any activities or the trip; if you are going to the rain forest it is going to rain. If you are looking for sun and dry weather, this may not be the trip for you but if you want to experience true Costa Rica, I highly recommend Villas Palmas, Sol Tropical and August as a good time to travel.

The resort was well located, clean, comfortable, and the resort staff was very professional and courteous. The onsite tour service, Sol Tropical Tours, and their tour guide, Christian Bogantes was an added value that significantly improved our 1-week vacation. The 5-day tour package was awesome and included all transportation, tour guides, entry fees and on many days, lunches - a reasonable and incredible value. We cannot recommend the resort and this tour service highly enough.



Letters & Surveys TaraNotes Fall/Winter 2022

The Resort Surveys that we send to you after your visit have been extremely helpful to us. While visiting a resort, should you see something that needs to be looked after, please advise the front desk right away so they may try to rectify it during your stay. Your comments and feedback help us to improve and maintain your resorts, so please keep them coming. We appreciate you taking the time to complete the survey.

ATTITASH MOUNTAIN, NEW HAMPSHIRE

We're having problems with stairs (we aren't as young as we used to be)In all other respects this was a great place to stay and we definitely enjoyed our holiday at Attitash Village..... We couldn't believe how quiet our unit was and how we couldn't hear any of the other guests once we were in our unit. It was wonderful to have the air conditioning during this heat wave – a life saver! The compressor in the A/C of our bedroom was a bit loud at times but since the last few weeks have been so hot, it probably has never had to work so hard. **(Editors Note: We also had members from another unit advise us of some needed updates – which have now been looked after.)**

SEAWATCH INN, SOUTH CAROLINA

I stayed for 2 weeks with my daughter and her two sons (2 yrs. old and 6 months old) The new manager, Josh.... was excellent. We stayed in unit 403 and it was just how we remembered it. We did have some problems.... **(Editor's Note: The guests told the office of their concerns, and they were rectified immediately.)**

My young grandson took a real liking to Josh and every time we went out, he had to go see or wave at him Josh and the others made my grandson feel so special. The resort itself was well taken care and the pool area was wonderful Our unit was good as well ...obviously it had been painted and it was decorated nice too ...My only complaint would be that maybe when they clean the units, they could make an effort to clean the vents in the bathrooms and throughout the unit. **(Editor's Note: We have instructed housekeeping to look after this issue during regular weekly maintenance).**

TAHOE SUMMIT VILLAGE, NEVADA

We had a wonderful time at Tahoe summit village. Rooms are very spacious clean and comfy. The staff was very polite and helpful giving us all sorts of tips to help us with our visit to the lake. The area surrounding the hotel is very nice, quiet, and clean. Lake Tahoe is really a must visit place. I strongly recommend it.

...TSV was a perfect location for exploring in and around Lake Tahoe. Customer service was outstanding, units were very well appointed and maintained. The GM, Lauren, was exceptional in helping us during check-in and with questions.

...We were notified several times prior to our visit that our unit was at 7,000 feet and the unit had no elevator so we would need to use stairs to get to it. Good advice because even though we were on the first floor of our unit, we had to climb 58 step to get to it from parking lot. ...Recreational amenities include a spa tub and a seasonal outdoor pool.

RCI EXCHANGE

Yesterday we paid our maintenance dues and would like you to bank our 2023 timeshare weeks with RCI. We did get out to enjoy Canada this year, in Vancouver, Collingwood and Huntsville, using our weeks. Thanks for all you do for us and the members of Taranova.

ADVANTAGE PROGRAM

Also, how do I go about depositing our 2022 weeks into our Advantage account? Sorry for the added work I am creating for you. I am so thankful that you are always there for me. Thanks very much for your attention to my questions and requests.

VILLAS PALMAS - COSTA RICA

A This resort is close enough to everything such as restaurants, buses, groceries and so on without being in the heart of San Jose. The staff here is efficient and pleasant. Alonso who was taking care of the front desk was especially helpful.

A quiet and relaxing villa. Exactly as described. The staff was wonderful. Alonso and Isaac were a great asset to the villa. The villa is very fortunate to have them on their staff. The housekeeper and maintenance personnel were great too. Other guests were very friendly. The tour company, Sol Tropical Tours works with the villa and Chris provides great tours.

IMPORTANT INFORMATION

Although we always enjoy our members visiting us at our head office, due to COVID and to protect our staff, we are NOT permitting visitors at the 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”

Membership Options: Due to high interest, the offer of “FREE” upgrades and amendments has been extended, including a shorter term of membership. *Offer and/or Options may be cancelled in the future at any time without notice. All offers will be valid until the expiry date stated on the Offer provided to the Member.

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 (CAP): 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, 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 specific requirements, please check with the resort before you confirm the week.

Travel Restrictions: Always check to make sure of any and all mandates regarding flights, land travel, border crossings, entry and reentry requirements, country, vaccine, tests, and any other imperative issues.

Important Dates: November 15th is the last day to bank your current year’s week in RCI. Advantage Program must be deposited by with live future inventory while supplies last.

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. Please review the important Announcement attached to this Newsletter regarding the Maintenance Fees for 2023. 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. Both April Bayer-Murchison and Clarence Clarke have indicated they will be seeking re-election for the 2023-2026 term. If you are interested in becoming a Board member, please contact Teresa Knapp on or before December 31, 2022, at club@taranova.com