

COVID-19 UPDATE

Statement from Raintree Vacation Club on the Coronavirus (COVID-19)

The safety of our Members, guests, and staff is always our top priority. As the situation around the coronavirus disease (COVID-19) continues to develop, we want to assure you that we are taking the necessary measures to ensure you are as safe as possible. Our goal is to continue to welcome and host Members and guests at our resorts where permitted, but we also recognize the seriousness of this situation. On this page, we will keep you informed on the status of each resort as we receive them, the safety measures we are taking, and any policy updates. As local ordinances can change quickly, please contact the individual resort for the most current details.

Resort Updates

- Club Regina Cancun, Puerto Vallarta, and Los Cabos:** are open. The beaches and pools are open, but all activities and services will be limited based on distancing and number of people participating. Per local ordinances, face masks in public areas are mandatory in Los Cabos and Puerto Vallarta. For a full list of our enhanced safety protocols at each Club Regina resort, see our [Raintree Cares](#) page. Click [here](#) for the current eased restrictions in Puerto Vallarta.
- Villa Vera Puerto Vallarta:** is closed until further notice.
- The Miners Club:** is open. The pool, hot tub, gym, BBQ, activity center and theatre room are all open with some social distancing measures. Masks are no longer required at the resort, but housekeeping remains suspended for stays less than 8 nights. There is only room for one car per unit for on-site parking at the resort. Off-site parking, if available, is subject to a nightly rate.
- Cimarron Golf Resort:** is open with limited amenities. Please contact the resort for details of these limitations. Housekeeping services are suspended for stays less than 8 nights, but linens and other amenities can be delivered to the door as needed, and check-in is offered car-side to ensure minimal contact.
- Sandcastle at Birch Bay:** is open with some limitations. The pool and gym are open with reservations, and housekeeping is provided only for stays more than 7 nights, as daily tidy services are suspended. Per the CDC, unvaccinated guests are asked to wear masks in public spaces. Please contact the resort for the most current status on all their amenities and services.
- WorldMark Phoenix:** is open with limited amenities. The gym and pool are open with reservations, housekeeping has been suspended for stays less than 8 nights, and curbside check-in is available daily from 2pm-6pm. Masks are recommended at the resort but no longer required. Please contact the resort for the most current status of all their amenities and regulations.
- Park Plaza:** is open with limited amenities. Please contact the resort for details of these limitations. All staff and guests must wear a mask or face covering while in common areas.
- The River Club:** is open with limited amenities; please contact the resort for details of these limitations. Guests are required to wear mask on premises anytime outside of their residence. The hot tub is available by reservation and normal housekeeping services (for fee, by request) has resumed. For local restrictions, please click [here](#).
- Franz Klammer Lodge:** is open. The Monday night cocktail reception is still suspended but everything else is open. The pool, hot tub, and gym are open for a certain number of people at a time and the spa has limited services. Masks are required in all common areas of the resort. For local restrictions, please click [here](#).
- Teton Club:** is open. The fitness center, hot tubs, steam rooms, coffee station, and grills are all open. As of September 1st, Teton County has re-issued a mask mandate inside all public buildings and public transportation. As such, masks are required in the common areas at the resort including the lobby, hallways, and elevators. Disposable masks are available at the front desk. The mandate applies through December 31st, 2021 or until the risk drops below the Orange "moderate" level.
- The Westin Resort & Spa, Whistler:** is open with limited amenities. Please contact the resort for details of these limitations. Face coverings are required in all indoor public areas.
- Whistler Properties:** are currently open. Please note that the check-in procedures have changed due to COVID-19. All guests and owners must fill out the [online check-in form](#) before accessing the unit. Arriving guests can call 604-962-0220 if they are having trouble with the online check-in process.
- Kona Reef:** is open to guests who can provide a negative COVID-19 test taken within 72 hours of travel into the state or to those who have been fully vaccinated in the United States. Either your negative test results or your vaccination record must be uploaded to the Safe Travels Program [website](#) prior to boarding a plane arriving in Hawaii, and a hard copy must be presented upon arrival. Those who do not will be subject to a strict 10-day quarantine policy at an approved lodging (Kona Reef is not one). Please visit www.gohawaii.com/travel-requirements for further details. On August 23rd the governor of Hawaii urged visitors to reduce their travel to essential business only while they work to control the current Covid-19 surge among locals, but no formal restrictions have been implemented.
- Polo Towers:** is open with limited amenities. Masks are required in common areas of the resort. Housekeeping has been suspended, but linens and other amenities can be delivered by request. The pool is open with limited hours and capacity on a first come basis.
- Diamond Resorts:** Click [here](#) for the latest resort information.

Raintree Corporate

We have implemented a telework program for departments who have the ability to do so until further notice. Our goal is to successfully practice social distancing without disconnecting from each other or our Members. Please know your calls and emails are important to us and we are working diligently, as always, to serve your needs during this unprecedented time.



Travel Updates

New Federal Order from the CDC:

Requirement of Proof of Negative COVID-19 Test for All Air Passengers Arriving into the US

Overview of the Order (for full details: [see the CDC's FAQs](#))

- Effective January 26th, 2021, the CDC requires airline passengers to show proof of a negative COVID-19 test or recovery from COVID-19 before boarding an international flight to the US. This includes visitors, citizens and legal residents ages 2 and older bound for the United States.
- As of December 6th, 2021**, travelers must get a viral test (antigen tests or NAAT) within **24 hours** of their departure and bring paper or electronic proof to the airport. Those who have tested positive for the virus within the past 90 days before travel can bypass the test requirement if they bring official proof they have recovered from the virus and are cleared to travel by a licensed healthcare provider or health official.
- All airlines, public and private, are required to enforce this order. Passengers without negative test results or proof they have recovered from COVID will be denied boarding.
- Having received the COVID-19 vaccine does not exempt you, it applies to all US-bound airline passengers regardless of vaccination status.

In response, our 3 Club Regina resorts now provide On-site Covid Testing Services (FAQ):

How do I sign up?

Guests can register upon arrival at the resort with the Hospital who will be administering the on-site tests. An appointment will be confirmed for each person registering based on their departure date to ensure both the test and results will be available within the required 24 hour timeframe prior to departure.

What type of test will be administered on-site?

The test provided at the resort will be the Antigen (rapid test).

What is the expected cost of the on-site test?

Currently, the rapid tests will be administered by the Hospiten (local hospital) medical team and the cost per test will be \$25 US plus tax if paid by credit card at the front desk. If a guest does not have a credit card on file with the front desk, the cost is \$50 plus tax and must be paid directly to the company administering the test.

How long does it take to get results?

We have been told results will be available within 24 hours.

How will test results be made available?

Guests can choose to receive test results via email or printed copy.

What if Member/guest prefers the PCR test, will that be available?

This test will not be available at the resort, but the Hospiten medical group offers the test at their hospitals. We can also provide you a list of additional local places the test is available. The cost will vary based on the lab or hospital you choose.

What happens if a Member/guest has a positive test result?

Anyone testing positive will need to remain quarantined at the resort under medical care until they demonstrate a negative test result. Costs associated with such actions will be at the member or guest's expense.

Cancellation Policy - returning to normal

Reservations can be changed or cancelled without any fees **through August 14th, 2021** when made at least three days prior to check-in date (subject to availability), and a full refund of points or money will be made.

Starting August 15th, 2021, Raintree will return to their standard cancellation policy, which has been updated with more flexible terms. The new policy has been reduced from 90 days to 45 days in which you may cancel and receive a full refund of Points with no fee! For cancellations 44 days or less, the policy will be the same as before:

If you cancel your reservation	Cancellation Fee	Points Returned
45+ days prior to check in	None	100%
30-44 days prior to check in	\$100	100%
0-29 days prior to check in*	\$150	50%

The standard cancellation policy for Raintree Rentals will also be reinstated, which is as follows:

If you cancel your reservation	Refund Amount
15+ days prior to check in	100%
0-14 days prior to check in	50%

*For this timeframe, you may also avoid the \$150 fee by forfeiting all of your Points.

RAINTREE Cares

Our commitment to you. Based on extensive consultation of the guidelines established by the CDC, WHO, and local authorities as well as the Tourism and Hotel Associations.

READ MORE

Please contact a Raintree Vacation Guide at 1-800-424-6532, or locally at 317-805-9167 if you have any further questions or concerns.

For the most updated information, please refer to [Centers for Disease Control and Prevention \(CDC\)](#) or your local health authority.