



THE REGISTRY INSIDER

SECOND QUARTER 2014



Gregg Anderson with son Alec in Sun Valley, moments before heading down the dreaded black diamond run.

MANAGER'S MESSAGE

Summertime is that magical word that brings so much joy and freedom to all of us who have waited all year to say it. My teenage boys are ready to sleep in (or so they think) and my wife is really ready to step out of her second grade classroom for a few glorious weeks. As a family we've all been talking for months about where we want to visit and what we wish to do when we get to those dreamlike places. And like many families, or couples or friends, we tend to experience planning paralysis. That's why, this year, we all picked one place we collectively wished to go and pledged to make it a great vacation for everyone. In the next newsletter I'll let you know what we decided and how it all worked out.

It's been a busy past few months. I've visited *The Registry Collection* resorts in Tuscany, the West coast of England and Western US ski country where my son, Alec, made me ski a black diamond run in Sun Valley, Idaho! At every stop I am reminded how beautiful and wonderfully managed our affiliated resorts are. Now it is on the cusp of summer and I am writing this message to you while on a quick 3 day trip down to Barbados, visiting for the first time one of our magnificent resorts called [The Crane Residential Resort](#). Set on a perfect location on this idyllic island at the edge of the southern Caribbean, The Crane is one of those destinations that a weeklong stay is simply not enough time to truly enjoy everything it offers. The constant gentle breeze and warmth of the Barbadian people make a vacation on this island full of memories that will last a lifetime.

By the time you read this edition of *The Registry Insider* I hope you will be enjoying your summer escape at a *The Registry Collection* resort that has been on your list to experience. Why not take a couple minutes to post a review of your exchange vacation to our website. Your insight will help your fellow members of *The Registry Collection* as they plan their next vacation.

Just because it's summer doesn't mean all your vacation dreaming is complete. There are autumn leaves, quaint snowy villages, winter cruises and springtime experiences to plan. Let us inspire you.

More than just a good summer read, this edition will introduce you to some of our newest affiliated resorts – from Mexico to Egypt. Plus we'll tell you all about our newest Collection Partner, [Adventures by Disney](#), which will open your eyes to an amazing new way to explore the world. We'll even provide a few tips from our reservation consultants and share some member testimonials. We don't have room in this newsletter to include every way we can help you. However we do have an amazing team of the industry's most knowledgeable reservation consultants ready to answer every question, offer suggestions and generally guide you and your travel companions towards your next memorable vacation. So why not spend a few moments during this beautiful summertime to let us help you? It will bring us joy.

Global Vice President,
The Registry Collection program

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FEATURED DESTINATIONS:

The Registry Collection® regularly adds new properties to its exchange network to bring you a variety of luxurious options for your next vacation. A few of the latest additions include properties in Playa del Carmen and the Riviera Maya in Mexico, as well as El Gouna, Egypt.

STEIGENBERGER GOLF RESORT, EL GOUNA, EGYPT (D625)

Along the Egyptian shores of the Red Sea coastline sits the exclusive Steigenberger Golf Resort. The pristine, exquisite property offers much-deserved pampering and leisure activities through its world-class spa and 18-hole championship golf course. The views of the stunning mountains and seemingly endless sea are reason enough to consider a visit.

GRAND RESIDENCES BY ROYAL RESORTS, PUERTO MORELOS, RIVIERA MAYA, MEXICO (D444)

Soft white sand, coral reefs teeming with life and a laid-back ambiance. Discover Puerto Morelos, one of the Mexican Caribbean's treasures. Grand Residences is the perfect place to experience this tropical location, where you can take in the unparalleled views of the sea from your private terrace, the restaurant or the property's spectacular beach bar. Experience total relaxation in the soothing spa, or get active with the area's many water sports and activities. You won't want to leave.

EL DORADO MAROMA, A BEACHFRONT RESORT BY KARISMA, PLAYA DEL CARMEN, MEXICO (D681)**

Paradise is found at El Dorado Maroma, an all-inclusive luxury resort located on one of the Travel Channel's top 10 beaches. This intimate property, with just 99 well-appointed and lavish suites, is set in an enchanting and secluded area of Playa del Carmen. The beachfront property can bring you a romantic and relaxing getaway, or you can find the adventure you crave through snorkeling, diving or sailing through the sparkling waters of Marina Maroma, just steps from the property.



FEATURED COLLECTION PARTNER

ADVENTURES BY DISNEY**

Imagine: You. Your family. And a group of adventure-seeking families exploring the most amazing places on the planet. And with you every step of the way are two Disney-trained Adventure Guides, making sure you don't miss a thing. With Adventures by Disney®, you do more than just look. You touch, taste, hear and experience. You go off the beaten path. Because that's the best way to really get to know a place. And because you've got better things to do—like spend time with your family—Adventures by Disney takes care of all the details for you.

Choose from 28 vacations spread out over six continents—including the all-new Ecuador: Amazon & The Galapagos Islands adventure that takes you from the heart of the rainforest to the historic city of Quito to remote islands filled with exotic creatures. This is definitely the trip of a lifetime!

Or if you're looking for something a bit closer to home, consider the new Adventures by Disney Long Weekends trips—featuring New York City, San Francisco & Napa Valley and the Wyoming Winter Wonderland tour. Like all Adventures by Disney group-guided vacations, these shorter-itinerary trips let you get to know your destination in ways you never expected—and will never, ever forget.

Adventures by Disney has also added to its collection of European vacations with a new Norway trip. Surround yourself with the breathtaking natural beauty and fascinating culture that inspired the hit Disney animated film Frozen. And if you enjoy exploring storybook-like lands, last year's unforgettable Austria, Germany & Czech Republic trip is back.

Ready to get started? Then gather your family and friends and let's adventure together in 2015. Your best vacation ever begins now at AdventuresByDisney.com. Or call 877-728-7282. CST #2082519-10

*A mandatory all-inclusive fee is required be prepaid at or before check-in and, depending on resort and season, may cover meals, drinks, tours, transportation, resort activities, resort amenities, services and facilities. Fees, terms and conditions of packages covered by an all-inclusive fee are determined solely by the resort, and are subject to change at any time. Adults over 18 yrs of age only.

**Regional restrictions apply. Please contact your local Reservation Consultant for your Collection Partner benefits.



UPDATES: A QUICK REFERENCE GUIDE* FOR *THE REGISTRY COLLECTION*

<u>Deposit Window</u>	365 -90 days prior to the start date of your interval - Call to deposit today.
<u>Credit Use Life</u>	January 1 to December 31 based on the year in which the interval's start date falls and the ability to save credits for an additional year. Deposit early to get the most out of your Credits.
<u>Sample Availability</u>	Check the <i>Sample Availability</i> page on TheRegistryCollection.com to explore the possibilities of availability. Our Last Call SM Getaways also make great weekend trips!
<u>Reservation Window</u>	365-2 days prior to the check-in date of the property
<u>Last CallSM Getaways</u>	Last-minute travel opportunity available 29 days or less from the property's check-in date. Book availability for either half of the published Credit requirement or save your Credits and use the convenient cash option.
<u>Ongoing Search</u>	365 -30 days prior to check in. This benefit is meant to help increase your exchange abilities by letting our system search for you. Call us today for vacation planning advice.
<u>Credit Protection</u>	Protect your Credits in case you need to later cancel the reservation. Credit Protection can be purchased within 30 days of making a reservation as long as the start date of the vacation is at least 30 days away or greater.
<u>Membership Renewal</u>	Save money by purchasing a multiple year package for your membership. Ask about our 2-, 3-, 4-, 5- and 6-year membership renewal packages.
<u>Guest Certificate</u>	Allow a friend or family member (21 years of age or older) to travel on any exchange reservation for only \$59 USD.

*The information provided is intended for reference only and is not a complete representation of all program rules or benefits. *The Registry Collection* program rules may vary by region and type of ownership, for complete program rules and benefits please contact your local Reservation Consultant.



TIPS FROM A CONSULTANT

The Registry Collection now offers a new product called Credit Protection. We have had many members who have asked for such a product for nearly a decade, and we are happy to announce that it is now available. This protection allows you the opportunity to receive back, in full, all of the credits used for a particular reservation in the event of an emergency or any other reason that may force you to cancel your vacation.

Without Credit Protection, if you cancel or change your reservation greater than 6 months prior to check-in, you lose only your fees, but all credits are restored. However, between 6 months and 30 days prior to your check-in, if you change or cancel you will forfeit half of the credits used for the reservation. If you happen to cancel or change your reservation less than 30 days from check-in, you will forfeit ALL of the credits.

With the new Credit Protection added to a reservation, available for only \$49 (excluding Last CallSM Getaways)*, you can cancel or change a reservation any time after your grace period up to 24 hours before check-in and you will still receive 100% of your credits back.

Don't let your credits go to waste because inclement weather shuts down your nearest airport, or you come down with the flu two days before your dream vacation begins. Protect that Dream Vacation by adding Credit Protection to every reservation.

Purchasing Credit Protection means adding peace-of-mind to your vacation planning. No one intends to cancel a reservation – but this protection ensures that if an emergency or unforeseen circumstance arises, losing your Credits will be one less thing to worry about.

*Credit Protection may not be available for purchase for some reservations. Contact your Reservation Consultant for more details.

Dave — Reservation Consultant
The Registry Collection Program

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MEMBER TESTIMONIAL

Whiteface Lodge, Lake Placid, New York

When Alex H., a member of *The Registry Collection*, headed for Whiteface Lodge in Lake Placid, New York, he found the best in rustic luxury accommodations. This majestic yet understated cabin-style property is nestled among the wooded shores of Lake Placid, with a backdrop of the Adirondacks. The earthy décor seamlessly meshes with the natural surroundings, while the abundant amenities and best-in-class service reminds you that this is a far cry from a campground.

“We spent a week in February 2014 in this wonderful resort,” Alex said. “The accommodations were excellent - the facility is super clean, with rooms with fully equipped kitchens and very comfortable bedding, an excellent spa, complimentary daily newspaper, freshly baked chocolate cookies and hot chocolate - even everything one needs to make s'mores was placed at the outdoor fireplace. [The property has] highly professional and friendly staff; a free shuttle would take me to the head of snow shoeing trails and shopping. If the opportunity comes, we will be back for sure!”

Q&A

Q: *Why is it important to fill out the comment cards regarding my vacations?*

A: The questionnaire you receive after your vacation is a very important tool for *The Registry Collection* management team. Your comments assist us in rating each property. If we start to see a trend, your comments may help us correct certain issues, and if you had an amazing experience, we can relay this to the property and the staff. You are our “eyes and ears” at the property, and the feedback you provide is invaluable.

Q: I have filled out the requested comment card after my vacation. Why does this not post to *The Registry Collection* website as a review for the property?

A: In the past, the member comment cards and the online Reviews section were standalone channels of communication. However, moving forward you will see the comments you submitted to us via the comment card on the page of the resort you've written about-- as long as you have checked the box at the bottom of the survey allowing us to share your vacation stories. We feel that member feedback is the best way to help you decide where you would like to vacation in the future!

Barb P.

The Registry Collection Consultant