



# Did You Know...

One of the items requested in the Member survey was more information on options available with your Membership. Here is some more information on Alliances, and important contact information. This information and more can also be found in the Member User Guides located in the Member Area of [www.raintreevacationclub.com](http://www.raintreevacationclub.com). Please be sure to refer to the User Guide that matches your Membership. This is the last article in this series. If there is any aspect of your Membership you would like explored in a coming issue, please email us at [newsletter@raintreeclub.com](mailto:newsletter@raintreeclub.com).

## ALLIANCES

In addition to our group of resorts, Raintree has alliances with some other vacation providers who we feel are of benefit to our Members. Last month we discussed RCI. This month we will be focusing on Diamond Resorts and Bluegreen powered by Prizzma.

## DIAMOND RESORTS

Raintree's agreement with Diamond Resorts gives Raintree Members access to seven additional resorts in the US. There is one resort each located in Sedona, Las Vegas, Lake Tahoe and Maui, and three in Orlando. Raintree Members also have access to a Diamond Resort in St. Maarten. You can use your Raintree Points to make a reservation at any of these resorts, and there are no additional exchange fees. Once you have logged in to the Member Area at [www.raintreevacationclub.com](http://www.raintreevacationclub.com) you can see the Diamond resorts marked in yellow on the resort map. You can also call a Raintree Vacation Guide to help you make your reservation.

## BLUEGREEN POWERED BY PRIZZMA

Prizzma is the online reservation system that gives Raintree Members access to dozens of Bluegreen resorts, mainly located in the eastern part of the US. These Bluegreen resorts are indicated with red dots on the Member resort map. Members can find the Prizzma login icon in the Alliances section of the Member Area. There is a video tutorial and pdf available on the site that shows you how to register your Raintree account with Prizzma. Once you have set up your account, you can browse resorts and book using your Raintree Vacation Club Points. Please note that only current Raintree Vacation Club Points will be available for use through Prizzma. Any expired or future Raintree Points, as well as any Points deposited in RCI, are not available in the Prizzma website. Please note there is a US\$99 fee per Prizzma reservation, payable through Prizzma at time of booking.

As always, please check our website for current fees, including any external fees charged by our Alliance resorts.

## IMPORTANT CONTACT INFORMATION

MEMBER SERVICES: [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com)

*Information regarding Membership, use of Points, or issues signing in to the Member Area.*

RAINTREE BLUE: [raintreeblue@raintreeclub.com](mailto:raintreeblue@raintreeclub.com)

*Information and assistance regarding Membership.*

CONTRACTS: [contracts@raintreeclub.com](mailto:contracts@raintreeclub.com)

*Request a copy of contract (there may be fees associated with these services).*

TRANSFERS: [transfers@raintreeclub.com](mailto:transfers@raintreeclub.com)

*Add or remove beneficiaries or other Members due to death or divorce or transfer Membership to a third party (there may be fees associated with these services).*

MAINTENANCE FEES: [maintenancefee@raintreeclub.com](mailto:maintenancefee@raintreeclub.com)

*Questions about payments or maintenance fee, issues with duplicate billing, payment plans and options.*

TRAVEL CONCIERGE: [travelconciierge@raintreeclub.com](mailto:travelconciierge@raintreeclub.com)

*Transportation to and from the resort, requests for a special occasion, or general questions about one of our resorts or destinations.*

RAINTREEVACATION GUIDES: 1.800.424.6532 or locally at 317.805.9167. Any questions related to reservations and Memberships.