

R' DESTINATIONS

DECEMBER ISSUE

It is our pleasure to welcome you to Regent Holidays !

This first edition of our newsletter is meant to help you navigate the world of 'Points' based Holiday Ownership. We will clarify all the word jargons you will need to get acquainted with being a Vacation Club member. They are not really difficult to understand or remember, and as you go enjoy the perks and benefits of being a member, they come as easy as A B C.

We would also like to introduce to you the people behind our Members Services Team. They are a strong team of people who will make sure all your request, concerns, inquiries & bookings are met with a positive experience. You will read a short description about them, their duties and responsibilities as well as the assistance they extend to members."

We are also re-introducing you to Rama Candidasa, our Vacation Club flagship and where you are a member. And naturally a closer look at Ivory Seminyak and Swiss Garden Resort, Malaysia.

Read our latest project RESORT INTERNATIONAL EXCHANGE or RIE. For only US\$50, you can exchange your weeks to any resorts/hotels under this project and regardless of the destination.

And lastly, read some of our member's testimonials and see for your self why you made the right choice of purchasing your membership with Regent Holidays!



RegentHolidays



NEWSLETTER

ISSUE #001 | Dec 13

REGENT RESORTS

Rama Candidasa Resort and Spa

UNIT TYPE

HOTEL UNIT - CAPACITY 2

- Coffee & Tea making facilities
- In-room deposit box
- Slippers
- Umbrella
- Hair Dryer
- DVD Player
- International TV Channels
- Mini Bar
- Bath-tub & Shower with Hot & Cold Water
- Bathroom amenities

STUDIO – CAPACITY 2

- Coffee & Tea making facilities
- In-room deposit box
- Slippers
- Umbrella
- Hair Dryer
- DVD Player
- International TV Channels
- Mini Bar
- Iron
- Shower with Hot & Cold Water
- Bathroom amenities

Situated at Candidasa, a small fishing village in the east of Bali, the hotel with its flower-filled Balinese garden offers wonderful array of accommodation from hotel units, studios, and 1 bedroom units with artistic Balinese décor in modern facilities.

You can enjoy the resort's private beach, immense swimming pool or simply relax on one of the seafront gazebos, or wine and dine at Garpu Restaurant- an ocean front gastronomical extravaganza serving international cuisines. On the other hand if you would like to try your hand at Balinese Cuisine there are cooking classes being offered.

The morning yoga class is a wonderful way to start the day or perhaps morning walks through the rice paddies.

For water sports enthusiasts, there are a full range of activities available from snorkeling, diving, fishing, submarine, or boating nearby.

The Spa is the ultimate in peace, tranquility and rejuvenation. Make sure to book a treatment!



RAMACANDIDASA
resort & spa

FAST FACTS

Address : Rama Candidasa Resort & Spa

Jl. Raya Sengkidu Karangasem, Bali

Phone : +62 363 41974

Fax : +62 363 41975

Check in/out time : 14.00 / 12.00

Airport : 2 hours

1 BEDROOM - CAPACITY 2

- Coffee & Tea making facilities
- In-room deposit box
- Slippers
- Umbrella
- Hair Dryer
- DVD Player
- International TV Channels
- Mini Bar
- Iron
- Mini Kitchen
- Shower with Hot & Cold Water
- Bathroom amenities

OTHER AMENITIES

- Spa
- Pool
- Restaurant
- Beach Terrace
- Zen Garden
- Swing Day Bed
- Mini Golf
- Table Tennis
- Library
- Business Center
- Car Park
- Meeting Room
- Tour Desk

1 BEDROOM - CAPACITY 4

- Coffee & Tea making facilities
- In-room deposit box
- Slippers
- Umbrella
- Hair Dryer
- DVD Player
- International TV Channels
- Mini Bar
- Iron
- Mini Kitchen
- Shower with Hot & Cold Water
- Bathroom amenities



Note: A mandatory utility fee of US\$8++/ night is payable by guests for hotel units. And US\$12++/night for bigger units.



FAST FACTS

Address : Ivory Resort & Spa Seminyak
Jl. Raya Petitenget 35 Seminyak Kuta - Bali
Email : sm@ivoryseminyak.com
Phone : +62 (361) 8475470
Fax : +62 (631) 8475469
Check in/out time : 2 pm / 12 pm
Airport : 30 minutes



UNIT TYPE

HOTEL UNIT - CAPACITY 2

- Individually controlled AC
- Flat Screen TV with International channels
- IDD Telephone
- Safety Deposit Box
- Coffee/Tea Making Facility
- Mini Bar
- Audio Video System
- Private Terrace

STUDIO - CAPACITY 2

- Individually controlled AC
- Flat Screen TV with International channels
- IDD Telephone
- Safety Deposit Box
- Coffee/Tea Making Facility
- Mini Bar
- Audio Video System
- Private Terrace

2 BEDROOM - CAPACITY 4

- Individually controlled AC
- Flat Screen TV with International channels
- IDD Telephone
- Safety Deposit Box
- Coffee/Tea Making Facility
- Mini Bar
- Audio Video System
- Living Room

OTHER AMENITIES

- Spa
- Pool
- Restaurant

Ivory Resort and Spa

Is a Boutique Resort located in Seminyak – a totally remarkable place to be. Not only is it home to the trendiest boutiques, but it is home to the trendiest bar and international award winning restaurants. Seminyak is Bali’s upscale destination for those ‘in the know’.

Accommodation in Ivory Resort is an assortment of hotel units, studios, 1 bedroom units and family rooms.

It is a must to try Ivory Spa where traditional Balinese treatments are available as well as anti aging aesthetic treatments (available by appointment).



Note: A mandatory utility fee of US\$8++/night is payable by guests for hotel units. And US\$12++/night for bigger units.

FAST FACTS

Address : Persiaran Swiss Garden Jalan

Damai Laut Off Jalan Teluk

Senangin 32200 Lumut, Perak, Malaysia

Phone : +05-684 3333

Fax : +05-684 3338

Check in/out time : 3.00pm/12.00pm

Airport : The resort is accessible by air through regular scheduled direct flights from Kuala Lumpur International Airport (KLIA), landing at Penang Airport and followed by a 2 hour drive on the North- South Expressway



UNIT TYPE

HOTEL UNIT - CAPACITY 2

- Televisions
- Mini-bar
- Wardrobe
- Electronic Door Lock
- IDD Telephone

HOTEL FACILITIES

- Safe Deposit Box (in room)
- Convenience store
- Outdoor Swimming Pool
- Jacuzzi
- Sauna
- Gymnasium/ Fitness Centre
- 24 hours security
- Same day laundry and dry cleaning service
- Tour Desk
- Water- sports
- Table tennis
- 24-hour room service
- Restaurants/ Bar
- Pool Table
- Basketball court
- Volleyball court
- Archery
- Golf
- Samsara Spa
- Satellite TV and Local Stations

Swiss-Garden Resort and Spa Damai Laut

The 300-room Swiss-Garden Golf Resort & Spa Damai Laut and Swiss-Court Holiday Apartments are within walking distance from the spectacular Damai Laut Golf & Country Club. This 4-star private beachfront hotel offers hotel units and 2 bedroom units of international standards, superb resort facilities and personalized service that promise memorable and rewarding stay. With six food and beverage outlets, it also offers large conferences with the availability of a pillarless ballroom.

For leisure, sea based activities are carried out from the resort's own private beach and jetty. An exclusive Balinese Samsara Spa is also situated in the resort.

This private resort is complemented with beautiful sights and sounds of nature, offering her guests with sweet memories that could create a lasting impression. Almost every angle of this resort is adorned with lovely sceneries of nature overlooking the Pangkor Island also more famously known as Pulau Pangkor.



VACATION CLUB OWNERSHIP DEFINED

What exactly do I 'own'?

You own a membership in Regent Holidays. Your membership has points value that is shown on your Purchase Agreement. Your Purchase Agreement also states your Agreement Number (which is your membership number). Your Purchase Agreement is your legal proof of your membership (ownership). As with all your precious documents your Purchase Agreement should be kept in a safe place.

What is a Point?

In a vacation club membership, a Point is your currency to book your accommodations. The accommodation in every RH resort or hotel has a point value. Your points are used to pay for your accommodation when you use it.

For example, 7 nights stay in Rama Candidasa in a hotel unit (sleeping two) in high season would cost 460 points, while a one night stay would cost 70 points per night during a Friday, Saturday and Sunday. For complete Point distribution, please refer to your point chart that is on this website as well as in your paperwork.

What is Points Allocation?

Your Points are allocated (deposited) into your account with Regent Holidays on January 1st in accordance with the number of points listed in your Purchase Agreement, provided your Subscription Fee is paid for the current year. For example, if your Purchase Agreement states that you have 805 points, 805 points will be deposited into your account January 1st each and every year for the duration of your membership. If you own a biennial membership, your points would be deposited every other year.

What is my Points lifespan and can I save or borrow my points from one year to the next?

Points that are deposited into your account can be used from January 1st through December 31st (one calendar year) each year. However, in the event that you do not use your points within the year you can 'save' your points and roll them over into the next year giving you one more year to use your points. You are allowed to do this once provided your membership is fully paid. You may also 'borrow points' from the next year, giving you double the points to use for the current year, but Subscription Fee for the current year and the year you are borrowing from must be paid.

What is the Subscription Fee?

You are, as stated in your Purchase Agreement, required to pay a Subscription Fee which covers the cost of maintaining your resorts and hotels, as well as funding the Member Services and Administrative offices so that you can have your questions and concerns answered in a fast responding, reliable and timely manner.

It is important that you pay your Subscription Fee on time as it allows you to use your points in RH resorts and hotels and also allows you transfer your points to RCI, thus preserving your trading power.

How do I make a booking using my points?

It is very simple, just select the resort(s) or hotel(s) and the travel dates and the size of the unit you wish to book and then refer to your Points Chart. Submit your booking request by emailing Member Services department at member@regentholidays.co or fax to 62 (361) 750151. Since bookings are accepted and confirmed on a 'first come, first served' basis, it is best to submit your booking request well in advance.

What about the duration of my holidays?

You have the flexibility of booking a minimum of a one night stay in whatever size unit you choose in whichever resort or hotel you choose. You can book as many rooms and nights as your points will allow subject to availability.

What if I don't want to stay at an RH resort/hotel but I want to travel worldwide?

RCI, the world's largest exchange company provides 4500+ destinations worldwide. Once your Subscription Fee is paid and you wish to travel worldwide, you must instruct us to transfer your points to RCI. You can email or fax Member Services department and your points will be converted to weeks with RCI. After Member Services transfer your points to RCI, either call RCI or go on RCI website: www.rci.com and book your holiday. Please note that you have two options - either to deposit your points into your RH account or to transfer your points to RCI.

What is RCI?

RCI stands for Resort Condominiums International. RCI is the largest exchange company in the world with over 4,500++ destinations in over 110 countries. When you became a member we enrolled you with RCI for the first 2 years. If you were already an RCI member, RCI will credit your membership with an extra 2 years. Thereafter, RCI membership is optional and must be renewed by you. The good news is that if you deposit your points with RCI, RCI gives you up to three years to use them depending on when you transfer your points to RCI.

What if I don't have enough points for my holiday?

There are options available to you if you do not have enough points or wish for more points:

- Select a holiday of lower points value
- Save your points and carry them forward the next year to get the holiday of your choice
- Borrow points from next year to complete the holiday of your choice
- Purchase additional points

What is a Bonus Week?

Bonus Weeks are weeks that are going unused. You can purchase as many Bonus Weeks as you wish, they are there for your taking. RCI calls Bonus Weeks-Extra Vacations. Bonus weeks are available on RCI website and RVC website at <http://www.regentvacationclubholidayownership.com/bonus-weeks/> (change this to new one)

If you wish to purchase 'Extra Weeks' from RCI, then and in that event you would purchase your weeks from RCI. What is a Rental Week? Rental Weeks are weeks in both owner resorts and also hotels that are purchased at 'whole sale' prices and the savings are passed onto you at 'Members Only' prices. This gives you, our members, more choice and more flexibility when choosing or extending your holiday.

The same with Bonus Week, the Rental Week is available at RCI and RVC websites.

Can I send my friends and family on Holidays using my points?

Most definitely! You can send your friends and family on holidays. All you would do is purchase a guest certificate either from Regent Vacation Club if they want to use our resorts and or, if you have transferred your points to RCI you would purchase a gift certificate from RCI.

What are Home Based Resorts? Home Based Resorts are resorts and hotels that you can book into using your Regent Holidays membership points whether here in Bali, or Malaysia.

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Home Based Resorts are resorts and hotels that you can book into using your Regent Holidays membership points whether here in Bali, or Malaysia.

Important Websites You Need to Know

- **Regent Holidays**
www.regentholidays.co
- **Regent Bonus Week Offers**
www.regentholidays.co/bonus-holidays
- **Regent Exchange Week**
www.regentholidays.co/exchange-weeks
- **Regent Happy Owners**
www.regentholidays.co/testimonial
- **RCI**
www.rci.com
- **ICE Gallery**
www.icevacations.com.au

MEMBER TESTIMONIALS



"Mark who works at Rama Candidasa sat me down and fully explained how the program works. I have never really understood it and he showed me on the computer how to do it. He was most helpful and friendly. I have talked about your hotel non-stop since I got home. I have highly recommended it to many people. I cannot wait to return!"

SUSAN JANE LUCIN – VICTORIA, AUSTRALIA (Mar 2013)



"I would like to share what a lovely time my daughters and I had at Rama Candidasa, the staff in particular were so helpful and friendly. It was eight years since I last visited the Candidasa area, however I will now be ensuring I include once a year when visiting Bali"

JULIE VALLI – WA, AUSTRALIA (2013)

"Many thanks for altering our holiday arrangements during our recent holiday at Rama Candidasa; we thoroughly enjoyed our time there. We are new to Holiday Ownership and are delighted to have had our first experience at Rama Candidasa and will certainly be back there again; The one bedroom suite with that magnificent view of the ocean was unbelievable"

ROB BISHOP – VICTORIA, AUSTRALIA (Dec 2012)

"Two times I was in Bali by Regent Holidays and I have had a great time"

MARIANNE MEEUWENOORD – NOORDWUK, NETHERLANDS (Dec 2012)

"Well here we are back in Adelaide after three weeks in Bali, had a great time in Candidasa, we enjoyed driving round and viewing the country villages and markets very much. The volcano and scenery below was great. We went by ferry to Lombok, this we found to be quite an experience"

GREGORY PILLAR – ADELAIDE, AUSTRALIA (Dec 2012)

I want to thank you for arranging our bookings at the Ramayana Resort and Spa in July. We were very impressed by the Ramayana, the quality of the room and the service of the staff here. We hope to return again next year, probably in September or late August.

CHRIS AND JOHN NAGEL – GLENELG, AUSTRALIA (Dec 2012)

The resort was lovely but our room was amazing we were given the executive suite, it was perfect! Thank you very much for arranging this for us, you looked after us very well.

KAREN & JOHN ZAINO – NEW CASTLE, AUSTRALIA (Dec 2012)

Sincerely thank you for the service. Rama Candidasa was absolutely superb. I have travelled overseas 62 times and have not stayed in anything better than this property.

MIKE HARLEM – PERTH AUSTRALIA (Nov 2008)

We love to hear your experience and if you want this published on our next Newsletter and appear on our Happy Owners website, write us at

memberservices@regentholidays.co





We are happy to launch Resort International Exchange (RIE), our internal Exchange platform just for you...

We have signed up resorts in our portfolio under our new project Resort International exchange or RIE. Under this new project, Regent Holidays members can enjoy more destinations at a smaller exchange fee.

The mechanics work the same way as Exchange Week. You deposit your points to us in exchange to resorts/hotels under RIE and pay a small exchange fee of

We are proud to announce that 3 resorts in Spain have signed up. For further queries or to make a booking, please email Member Services at rie@regentholidays.co

Don't Miss Out! Book Now!



Heritage Resorts Club Playa Real in Spain (RCI#4803)

Built around beautifully manicured gardens which house a magnificent outdoor pool and poolside bar, Club Playa Real will fill your days with whatever you wish: lazy hours around the pool, sunbathing, strolling for miles along the beach or dining in one of the numerous "chiringuito", beach bars along the fabulous Marbella golden sands.

The club has a selection of one, two and three bedroom apartments, equipped to a high specification including air-conditioning, direct dial telephone, and satellite television.



Heritage Resorts Marbesa Club in Spain (RCI#0304)

Marbesa is at the heart of the Costa del Sol. It is near to Marbella where there are numerous golf courses including the pretty port of Cabopino with its fine restaurants, multiple bars and popular sandy beach. It is not essential to have a car as good local transport facilities and multiple facilities are nearby.

There is a choice of Studio, one, two and three bedroom apartments at Coronado; One and two bedroom apartments at Sea Breeze; Studio, one and two bedroom apartments at Oasis; One, two and three bedroom apartments at Toro; Three bedroom apartments at Atalya beach cottages and two and three bedroom villas.



Heritage Resorts Matchroom Country Club in Spain (RCI#1867)

The lively clubhouse has a bar and restaurant with, weekly live entertainment for residents. The two heated exterior swimming pools are amongst sub tropical gardens, overlooking the golf course. There is a gymnasium, Jacuzzi, indoor pool (heated) and three full size snooker tables within the clubhouse.

The accommodation at Matchroom Country Club comprises of luxury, spacious studio, one, two and three bedroom apartments - all tastefully decorated and comprehensively equipped to give guests every comfort.

Watch out for more resorts under RIE...!

TERMS AND CONDITIONS:

- *Reservations must be confirmed from Regent Holidays Member Services' Department*
- *Monies paid against this offer are non-refundable*
- *Bookings confirmed are non-cancellable and non-rebookable*
- *All membership fees must be paid to date*

WHAT'S NEW?



MEMBERSHIP CARD

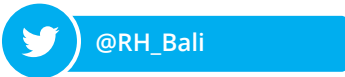
We hope to finally get your Regent Holidays membership card out to you beginning of 2014. Design and concept are done, which we hope you will love. We are currently busy signing up establishments but we are ecstatic to inform you that we have to-date signed up restaurants, spas, tours and adventures, cruises and theaters.

Discount of 10% up to 20%, and some as high 50% are extended to Regent Holidays members. You will receive a list of these establishments together with your membership card on the mail soon.



MEMBERSHIP CERTIFICATE

Yes, don't be surprised if you've finally received your Membership Certificate after long delay. We have since October 2013 been mailing out Membership Certificate to active members. If you're an active fully paid member and you have not received your certificate, please email us at member@regentholidays.co or call +62 361 750150.



SOCIAL MEDIA UPGRADE

We are upgrading our website and changing the look of our social media sites to give you that 'current feel'. We've added new features such as Availability (Bonus Week, Exchange Week, RIE) and What's New on our website. We are trying and testing to link your individual accounts to our website. There are still a few incompatibilities but we'll get there.

If you're not aware yet, we are on Twitter and Facebook. Please follow our twitter account Regent Holidays @RH_Bali and like our Facebook page Regent Holidays Bali. We hope to see you there!

WELCOME BACK SWISS-GARDEN KUALA LUMPUR!

Yes, Swiss-Garden Hotel & Residences Kuala Lumpur is back in our selection! Now you have two choices of hotels when in Malaysia using your points!

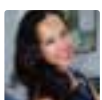
For business and leisure travel, the hotel is strategically located in the heart of Kuala Lumpur between bustling Bukit Bintang and colorful Chinatown. It has two restaurants, a pool bar, a stylish lounge and spa treatment.

Points required are the same as Swiss-Garden Resort and Spa Damai Laut, but here it is again for your reference:

POINT CHART HERE

HU	2	2	340	47	50	400	55	60	460	63	70
2 BR	4	4	935	130	138	1.100	152	164	1.265	174	190

Open for booking from January 2014. Send your request to reservations@regentholidays.co



Golda Magabilin
Editor



Agus Sulantara
Graphic Designer

MEET YOUR **MEMBER SERVICES** TEAM

Introducing of the key people that make your holidays tick...



PATRICK ASISTIO
Operations Manager for Regent Holidays

Dear Members,

It is a great pleasure for me to be able to take this opportunity to introduce myself to you as the new Operations Manager of Regent Holidays. I have been very fortunate in having worked in the same industry I am very passionate with for over 17 years. I believe my experience has equipped me well to ensure continues growth of the group, enhance current services rendered and increase your benefits. To this end we will be launching new reservation and service platform, which we believe will increase the vacation options available for you, decrease the overall cost and provide a one-stop shop vacation club for all your needs. I am also very pleased to introduce the first edition of 'RH Newsletter' where you will get to know the Member Services staff. I believe that it would be good to know the faces of the staff you are dealing with and create a closer relationship. We also have breakdown of your benefits, your questions answered through our Q &A, Member Letters and Exclusive Member Offers to wrap things up! I wish you many happy holidays!



I have been part of Regent Holidays team since February 2003, just a short few months from its opening day on 22 December 2002. My main roles have been servicing members and overseeing day-to-day operations. Before this job, I spent 4 years at one of the biggest Vacation Club companies in Bali during which I learned so much about the industry. The position has its challenges, definitely, as much as it has given me opportunities to learn and improve myself to do better. My ultimate rewarding moments are when members write nice comments about the services the company provides them with and how I deliver them. Member Services Department is designated for you to ensure that you make the best use of your membership. So please do not hesitate to contact us for any enquiry and questions. We are here for you!

LENDRA
Administration Manager



I recently joined Regent Holidays and automatically felt at home. My role as Owner Relations Officer is to make sure that all your questions and concerns are answered, as well as assisting you in getting to know more on how to use your membership. With my Customer Service experience, working in the Philippines and Singapore, it has equipped and taught me to create a positive experience and to provide the quality service that you deserve! Looking forward in meeting and serving you in the future!

EVITHA BENTLEY
Owner Relations Officer



You all know me as Yuli. Before I joined Regent Holidays which is in November 2008, I worked as a personal assistant and general office secretary in one of the International Scuba Schools in Bali. I am originally from South Sumatra and relocated to Bali in 2003. My daily functions as your Members Services is to prepare contracts for new members, process your monthly payments, take care of your booking requests, deposit your points to RCI and respond to your queries.. I generally make sure that all your queries and requests are dealt with on a timely manner. I enjoy my job and I get a sense of satisfaction making sure members receive quality service.

SURYA YULIANTI
Member Services



I come from a small beautiful town in East Java called Tulungagung. I have lived and worked in Bali since January 2005. Before joining Regent Holidays on March 2012, I've worked as a Sales Promotion staff and then as accounting staff for a surfing school in Kuta. As your Member Services, I am here to assist you with banking your points to RCI/DAE/ICE, process your payments and Subscription Fees. I am also here to assist you with your booking requests in any Regent resorts or in any RCI/DAE resorts. I love working for Regent. It makes me feel accomplished serving members who are thousand miles away from me.

MIKE ZUNA
Member Services



MOTHER TEMPLE BESAKIH



Situated at Candidasa, a small fishing village in the east of Bali, the hotel with its flower-filled Balinese garden offers wonderful array of accommodation from hotel units, studios, and 1 bedroom units with artistic Balinese décor in modern facilities.

You can enjoy the resort's private beach, immense swimming pool or simply relax on one of the seafront gazebos, or wine and dine at Garpu Restaurant- an ocean front gastronomical extravaganza serving international cuisines. On the other hand if you would like to try your hand at Balinese Cuisine there are cooking classes being offered.

The morning yoga class is a wonderful way to start the day or perhaps morning walks through the rice paddies.

For water sports enthusiasts, there are a full range of activities available from snorkeling, diving, fishing, submarine, or boating nearby.

The Spa is the ultimate in peace, tranquility and rejuvenation. Make sure to book a treatment!

WE SERVE THE BEST



Do you know that your resort, Rama Candidasa, has been awarded the prestigious Gold Crown status by RCI? Yes, and not just once but 6 times!

Gold Crown status is the highest honor given to a resort that consistently provides excellent vacation experiences for its members and RCI subscribing members.

Rama Candidasa has been awarded the Gold Crown Status in 2013, 2011, 2010, 2009, 2008 and 2007 – a concrete proof that we are one of the industry leaders in service and quality!

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One lucky member can win one week accommodation for two at Rama Candidasa. Please submit correct answer to memberservices@regentholidays.co

Draw will be done on March.31.2014 and winner will be notified by email.



2nd floor Pepito Supermarket
Jalan Kediri, Tuban, Bali - Indonesia
Telephone +62 361 750150 | Fax +62 361 750151

Email Addresses

For Member Services (for open deal) memberservices@regentholidays.co | For Member Services (for fully paid member) member@regentholidays.co
For Reservations & Booking Queries reservations@regentholidays.co | For Yearly Subscription Fee payments sf@regentholidays.co