

## Quarterly Newsletter-2010 Third Quarter

### **What Constitutes An Emergency?**

**Vikki L. Heise, Owner**

Our customer service staff is eager to assist members with their upcoming and pending CRIVacations Monday through Friday between 9am and 6pm, as well as on Saturdays between 12noon and 5pm Eastern Standard Time. If you have ever called our office at (800) 274-3979 after hours, however, then you have first-hand knowledge of our emergency telephone services offered to members on their CRIVacations.

The system recording states that, if you are having difficulty checking-in to a resort, or experiencing an emergency while on your CRIVacation, to call the emergency cell phone that one of our representatives has with him/her at all times. We are determined to ensure that every one of your CRIVacations is all that you expected and more! We welcome any calls about resort and hotel conditions that are not to your liking, missed flights, and any reservation problems at the front desk/cruise port. These unexpected situations are beyond our control, but they are easily resolved when we are alerted to the problem

immediately.

Although we would like to offer our discounted travel services to CRI members twenty-four hours per day, that is not practical. We ask that you contact our office during regular office hours with your travel requests, membership questions, and customer service needs. Unless you are currently on a CRIVacation when you experience an emergency situation, the representative will not have your reservation or membership information in his/her after hours emergency materials.

Please understand that the representative offering you his/her services after hours is as concerned about you having the best CRIVacation possible as you are. He/She will do everything possible to assist you and put an end to any stressful, unexpected delays or problems. That is why we are available twenty-four hours per day, because we care about you, your family, and your CRIVacation!

### **Sandals and Beaches, Luxury Included All-Inclusive Resorts**

**Melissa Hillman, Travel Manager**

Sandals and Beaches Resorts offer the ultimate in

an all-inclusive resort experience, with locations in the Caribbean and Bahamas. I have recently returned from a whirlwind tour of three of their properties and wanted to share my experience and impressions of each.

My first stop was Sandals' brand new property, Sandals Emerald Bay in Exuma, Bahamas. This property is the first all-butler service property under the Sandals umbrella, which means that every room on property comes with butler service. Talk about being pampered! This is a beautiful, lushly landscaped resort on a gorgeous beach. Exuma is not abuzz with nightlife, so this property is perfect for those who truly want to get away from it all and relax in complete luxury. And, did I mention the golf? There is a Greg Norman designed golf course next door (not included in the price). There are many special package rates available for golf enthusiasts, though.

Next, we were off to Sandals Royal Bahamian in Nassau, Bahamas. This property was an unscheduled stop on our trip (thanks to Hurricane Earl!), but the staff at Royal Bahamian opened their arms and property to us

and provided fantastic service. This is a beautiful resort with a fabulous private island, great beach, and delicious food. You can also enjoy all the shopping and nightlife that Nassau has to offer.

Last, but certainly not least, the Beaches Resort in Turks & Caicos. While Sandals is a couples-only resort, the Beaches properties are perfect for everyone...singles, couples, and families alike. There is something for everyone here, from video game rooms to a water park, to adults-only restaurants and areas. Plus, there is the most gorgeous powder white sand beach I've ever seen. I personally cannot wait to go back!

### **A Healthy Competition**

After four months of on-site personal training with Certified Personal Trainer James Shatney, careful attention to exercise and diet, and a great deal of commitment, CRIVacation awarded its employees that participated in the health program with certificates of accomplishment and gift cards to local merchants. With categories including largest percentage of weight lost, largest percentage of muscle gained, and greatest overall transformation, CRIVacation applauds the participants and continues to offer the training as encouragement of a lifestyle change, promoting health and happiness for many years to come.

### **CRIVacation Cares**

We began donating to the Marine's Toys For Tots in December of 2009 on a monthly basis. Nearly a year later, we continue to contribute \$1,000 per month to their commitment that every child has a gift under the tree for the holidays. There are many families in this difficult economic time that still need help with this simple goal. CRIVacation as a company and as individuals that make up a company, with families of our own, will increase our gift for the last quarter of 2010. Every CRIVacation of a one-week resort stay, cruise stateroom, or all-inclusive vacation package that CRI members confirm before the end of 2010 will add another \$5 to our standard donation. You do not need to do anything other than plan your annual family vacation or confirm your holiday plans as per normal. Our Accounting Department will handle the details for you. Thank you in advance for your contribution!

### **On Island Time**

A new addition to our CRIVacation services is the ability to plan activities in the Caribbean, in advance! There are so many things to see and do in Jamaica, St. Lucia, Antigua, Turks & Caicos, and the Bahamas. There are adventure tours, such as zip lines and white water rafting and ATV tours. Plus, there are quiet

activities, like a romantic catamaran sailing or a dinner cruise. Call for details before your next Caribbean CRIVacation and plan your favorite island activities in advance!

### **This Is Your Kids' CRIVacation, too!**

It is time, once again, to plan your annual family vacation, but the question is the same this year as it is every year . . . where do we go?

CRIVacation wants our members to think beyond Florida and the usual theme park vacation destinations. Of course, you have to try them once, but nothing says you need to go every year, does it? There are plenty more family vacations that you could make possible using your discounted CRIVacation travel services.

Have you considered the Wisconsin Dells? Some of our one-week resort stays in that area include admission to Mount Olympus! What about a cruise? All of your meals and entertainment are included and all the major cruise lines offer kids' programs! The all-inclusive Beaches Resorts in the Caribbean specializes in family vacations. There are a number of possibilities - all you need to do is ask. Call (800) 274-3979 today to speak with a Vacation Counselor about where you might enjoy spending your next family vacation!

**25 Days of Christmas Starts November 29th**

During the last twenty-five business days of each calendar year for the last five years, CRIVacation has extended another special savings offer to its members. This year is no exception! Confirm a one-week resort stay, cruise, or all-inclusive vacation package and save \$25 automatically! The first one hundred members that participate also receive another \$25 credit to use towards a CRIVacation they confirm in 2011! Keep an eye on the web site and Hot Week Getaways lists for updates. Sale begins November 29, 2010.



Join us for a week-long sale of Royal Caribbean Cruises, November 8 - 15, 2010.

Call (800) 274-3979 to request and confirm your next CRIVacation on a Royal Caribbean Cruise during that time period for special pricing and deals!

Receive up to \$200 in shipboard credit on select ships and sailing dates when booking your next Royal Caribbean Cruise between November 8, 2010 and November 15, 2010.

**Find The Following Words**

Across, Up & Down, Diagonal, & Backwards

- Alaska
- Arizona
- Aruba
- Bahamas
- Branson
- Cabo San Lucas
- Cancun
- Cape Cod
- Caribbean
- Daytona Beach
- Destin
- Fuji
- Gatlinburg
- Gulf Shores
- Hawaii
- Ireland
- Jamaica
- Las Vegas
- London
- Maui
- Oahu
- Outer Banks
- Peru
- Virginia Beach
- Wisconsin Dells

**CRIVacation Word Search**

- Find the Hidden Theme. Circle each letter (not word) of the hidden words listed to the left within the puzzle. The letters left over, in order, will spell the puzzle's hidden theme.

W	G	R	U	B	N	I	L	T	A	G	N	T	H
V	I	R	G	I	N	I	A	B	E	A	C	H	D
E	E	S	T	U	M	A	R	O	E	G	S	N	M
P	T	S	C	N	N	A	U	B	P	U	A	O	A
P	E	N	U	O	K	L	B	A	O	L	R	C	U
D	A	R	Z	S	N	I	A	U	E	F	U	J	I
C	I	I	A	N	R	S	T	R	V	S	A	A	I
B	R	L	C	A	A	E	I	T	I	H	O	M	A
A	A	N	C	R	R	L	O	N	D	O	N	A	W
H	D	E	S	B	O	A	H	U	D	R	T	I	A
A	I	D	A	Y	T	O	N	A	B	E	A	C	H
M	N	N	C	A	P	E	C	O	D	S	L	A	A
A	K	T	I	O	S	A	G	E	V	S	A	L	N
S	S	C	A	B	O	S	A	N	L	U	C	A	S

[www.crivacation.com](http://www.crivacation.com)

(800) 274-3979

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Manchester, NH 03101-1849

### **Private Cabins & Homes in Gatlinburg / Pigeon Forge**

CRIvacation members have access to hundreds of discounted cabins and private homes in the Gatlinburg / Pigeon Forge, Tennessee area on five-night and longer vacations. Simply call (800) 274-3979 and place your Gatlinburg/Pigeon Forge cabin request with the number of travelers, dates of travel, and cabin preferences. Some cabins are pet-friendly. Many offer Jacuzzi tubs, hot tubs on their private porches, pool access to community pools, game rooms, and more!

### **Concerts At Sea & Premier Christian Cruises**

Specialty cruises are taking off and CRIvacation is changing with the times! See a music-themed cruise on a Norwegian ship or a religion-based sailing aboard a Royal Caribbean ship that you want to attend? Call our office and request it, as we have access to more specialty cruises than ever before because of our recently signed contracts with Concerts At Sea and Premier Christian Cruises.

### **CRIvacation members continue to return home satisfied:**

**“We had an unbelievable time!”  
TB, Plainfield, IN**

**“Very good value for money - enjoyed our stay” WP, Killarney, Manitoba**

**“This was the first time I made use of my membership. I was completely satisfied. One phone call took care of everything.”  
SJ, Linden, VA**