



Club Cascadas de Baja

CASCADAS LEGACY JOURNAL / 2019 ISSUE 1

PRESIDENT'S LETTER

Dear Members,

This has been a really great start for the year at your "home away from home." One of the most difficult issues at Cascadas for the past few years has been the noise and activity in the adjoining arroyo. Thanks to the hard work and persistence of Miguel Torres (General Manager) and Mauricio Quezada (C.O.O.), peace and quiet has been restored, and the tent city (massage businesses) has been basically removed. Thank you to our staff, and many of you Members, who also joined in the fight. This is Mexico, so while there is no assurance that things will stay this way, please be assured that this situation truly matters to management.

On March 1st, the Club took over control of the restaurant, spa, pool bars, mini mart, concierge service and Clubhouse Too from the previous operators. This needed to be accomplished to upgrade some of these facilities, ensuring long term standards and service for the Members. By far, the biggest of these projects will be the redesign and remodel of the restaurant kitchen and facilities. It was simply not possible to provide the quality and menu our Members deserve without a major overhaul. While it will be necessary to tackle some logistical issues, the restaurant will remain open for the duration of the remodel. Everyone is working diligently on the plan to provide you with the best dining experience possible given the circumstances.

Your Board has completed a draft of the "Preliminary" renovation schedule for the balance of the villas, and you will be receiving this schedule soon. Since we only have two weeks a year when the resort is completely closed, I'm sure you realize that some disruption during the rest of the year is unavoidable. Mark Giddings and

his crew do everything possible to minimize the disturbance during these times. Thank you, Mark, for your great work! We look forward to seeing your continued amazing results.

There has been some conversation about the clarification of all of us not being "owners." Nothing has changed! We are in fact all "owners" of a membership, with the same rights that have been in place since the very beginning of our resort.

Your Board of Directors, Advisory committee and management team are working diligently to maintain the quality of Cascadas, for now and into the future. Anyone who has been onsite during the past few months, as I have, will attest to how well things are going. I'm sure you have all read the letter sent April 2nd from Mrs. Giddings describing her happiness with the direction of the Club. We believe she not only sets the standard, but we appreciate that she is extremely active and influential. We also believe that if we continue the model of what the family worked so hard to provide, success is assured.

Thank you all for how much you care about our Cascadas. See you on the beach!

Marty Russell, President
Cascadas de Baja Association



MEMBERS' INFORMATION GUIDE

To view the Members' Information Guide, which explains the many facets of Club, please visit the Club website at www.clubcascadasdebaja.com and click on the Members Corner tab in the upper right-hand corner. Under Recent Activity you will see two versions available: a printable version and one for online viewing.

MANAGER'S MESSAGE

Dear Members,

It's my pleasure to greet you through this edition of the newsletter. As you know, as of March 1st of this year, Club took over the operations of the retail centers (Restaurant, Minimarket, Spa, Club House Too, etc.). It is an honor for me to now be able to lead this group of people that have been part of these wonderful services for many years. Please be assured that I will do my best not to disappoint both the Members and Staff. I am certain that we will continue to champion the Giddings family philosophy as we focus on taking

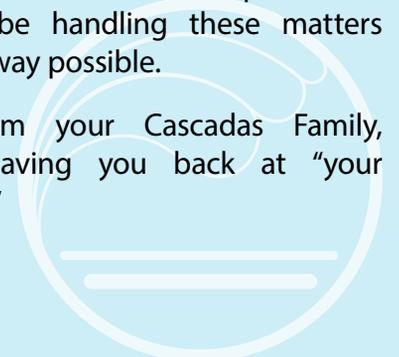


care of the three most important things of our Club, the "Members, Members and Members."

Currently, the administrative onsite team is working behind the scenes to understand the day-to-day operations of these retail centers to evaluate whether changes are needed in order to offer guests and Members a better experience than they may have received in the past. Rest assured that we will be handling these matters in the most responsible way possible.

A great greeting from your Cascadas Family, looking forward to having you back at "your home, away from home."

Miguel Torres
Resort General Manager



THE LEGACY PROGRAM IN PLACE

Many Members have not met Mauricio Quezada, our much needed and appreciated COO. Mauricio was born and educated in Mexico City. He came to Club Cascadas with extensive management and leadership experience in timeshare, resort operations in Mexico and working with U.S. and Canadian Members and guests. He worked for Trading Places as the Director of Resort Operations for Mexico. He is both bilingual and bicultural and able to work well with both countries.

According to the Giddings family and their long time CFO, Jessica Kim (the architect of the Legacy Program), "For the complete Legacy Program to succeed, it was critical that Club hire an experienced, multi-talented COO to oversee the Club, the sales program, and the on-site revenue centers (restaurant, spa, mini-market, etc.) It would be impossible for a volunteer Board of Directors to manage the operations of a business doing close to \$10,000,000 annually. When the family and Board of Directors identified Mauricio as the ideal candidate, Trading Places was very cooperative in finding a replacement for Mauricio and allowing him to take on this new role as our COO." Jessica Kim, the

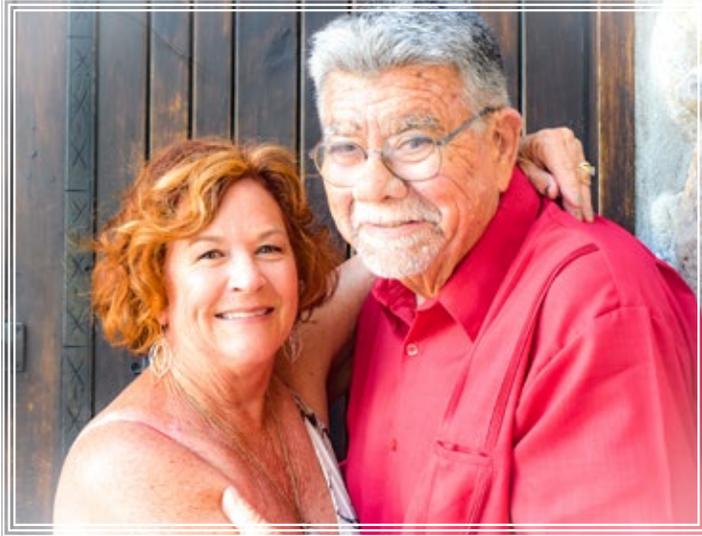
Giddings family CFO said "Club needed someone in Mexico that understood resort operations, member service, finances and could work with the Mexican authorities to guide Club into the future. Mauricio was, and is, the perfect fit. We couldn't be more pleased with our decision to hire Mauricio. His recently being appointed to the Board of Directors for the Los Cabos Hotel Association is a great honor for the Club and one more reason we are so pleased with Mauricio."

The design of the Legacy Program 15 years ago included not only the turnover of 1,130 memberships to the Club but helping the Club to develop several 'revenue streams' in addition to maintenance fees for the Club to remain fresh and sustainable for generations to come. Mauricio works for you and the more he knows about your needs, the better job he can do of ensuring the long-term success and financial stability of Club Cascadas de Baja.



MEMBERS AND MEMORIES

BY DENISE JUNO



Another amazing couple was celebrated at Club Cascadas in April!

Davin and Kathy Johnson kicked off their 50th anniversary with the “wedding they never had!”

The festivities began the evening before the ceremony, when their daughter Amber surprised Kathy with a limousine to take her and her friends out for a night on the town in downtown Cabo San Lucas! It was the perfect “bachelorette party” to make Kathy feel like the beautiful bride to be. “I feel like a first-time bride!” exclaimed Kathy, “I have never done anything like this, and I am having the time of my life.”

The next day, Kathy was glowing with excitement as she and Dave prepared for their beach wedding at Club Cascadas. Several friends and family members were present to witness the loving vow exchange as Dave and Kathy appeared absolutely smitten with one another! They had a beautiful ceremony followed by a champagne toast and dinner on the beach at the Cascadas Grill.

Kathy and Dave met when Kathy was in high school when she was 16, and he was 19 years old, and their love for each other has grown stronger every year since!



In August 1987, Dave and Kathy visited Cabo San Lucas for the first time. It wasn't long before a timeshare salesman approached them and offered them a free trip to Lovers Beach if they attended a presentation. It

was an offer they couldn't refuse. They fell in love with the Club and bought a week in the Catalina as their very first villa. They have been Members of the Club ever since. Like many other Members of our beautiful Club, they found themselves desiring to spend more time at the Club, and thus continued to purchase more villas. They currently own 4 villas and their daughter Amber and her family own 2 units as well. Their oldest daughter, Jenifer got married in Cabo 1998. They invited a large group of friends and family, and many of them bought units at Club as well. Now the whole family enjoys spending time together each year at Club. Their contagious smiles and laughter fill the resort with energy every time they are here. Every visit they make new memories and cherished friends!

Congratulations Davin and Kathy on fifty blissful years of marriage! We wish you many more happy years together!



NEWEST MEMBERS



Ken Topielec & Mike Sythe
with Sales Agent Barbara Montgomery

First, they were Ocho Cascadas Members, but now they own at both resorts!

HAPPY MEMBER COMMENT

To all the ships at sea,

I just wanted to take a minute or 3 to share some thoughts regarding suspected Cascadas shortcomings. As individuals we all have them and work fixing them as we evolve as does our Club. I just returned from a wonderful 2 weeks on the property. I turned 65 there this week and have spent the last 30 birthdays enjoying every aspect of the property and the people there. The only thing I believe I didn't like was the year of the misquotes...YIKES!

Anyway, what I have seen evolve over the recent years is amazing...as I walk up my steps now, I see new tile that I don't slip on, a Jacuzzi that the glass tiles don't fall off anymore. I take advantage of the Wifi as it grows from paying for use of a computer behind the front desk to being able to sit in my villa and get full service, most of the time.

When I head to the restaurant, I see a new roof that justifiably could have been a steel framed Palapa, but no, our friends had once again gone beyond and made it look as if it's part of the surroundings and freshly varnished and shellacked to make it look like new, as it should. I can now enter the beach area from several restaurant landing areas unencumbered by the horizontal Palm trunks which rotted and became termite infested. The old BBQ fire pit has been gone now for a few years unveiling more bay view for the North end of the restaurant, an area that at one time nobody wanted to sit in.

I walk the paths and see the new roofs that replaced the old termite infested thatched ones that leaked even during a light rain. That's inclusive of even the Estrellas which weren't very old. I've heard folks speak of how it's so nice to have so much hot water in the main building and learned that we now have plumbed directly to the main hot water tank, thus eliminating

the need for individual tanks which also gives back more space to those rooms and no cost of replacement tanks.

There was a time when we all complained about the Palapa 500 and having to grab our own loungers. Heck, back then we were lucky if the straps would hold us...but look now, they remain under the Palapas for us, they have pads and they have been designed now with ease of sitting by the extended height...kudos for that one, whomever came up with it.

There was a day when the argument was not enough Palapas, so we got more, now sometimes it's heard there are too many...Please!!! Just get up earlier and join in the fun of the legendary "Palapa 500." Since we are all family it has become a tradition. Better than the replacing of divots.

My daughter noticed that all the pillows and seat cushions in the units couch areas are so soft now, she loves sleeping on them again. There was a time when they were very stiff and uncomfortable, but leave it to the crew to take note and correct the challenges at hand, again, listening to or wants. Also, the shower towels are extremely soft now.

The new appliances are pretty cool too. Seems they even have the clocks that never told the correct time. Gotta love that, but now the stoves and ovens actually fit, and they are beautiful. The new doors and windows are to get used to but those old ones were very expensive to have built and became termite infested. I just had to get use to the little key and the push up thumb locks, less than a minute of my time.

There was a day when some of us played a lot of tennis, now maybe not as many do so we now have the abbreviated version in Pickle Ball, hey, pretty cool, and if that is too much for ya go play Ping Pong. So, we cover all 3 now. I don't believe I saw one tennis

game over the last 2 weeks, but a constant flow of Picklers.

We've even been blessed with A/C units in the living rooms now and hand rails throughout the needed areas.

I just wanted to point out all the great things going on at OUR private club now with all the constant face lifts and upgrades.

So, when I hear about a speed bump like the arroyo, I look at the big picture, it is a speed bump, we are in Mexico, the people we share with and hire are wonderful and trying to do the best they can for us, as we are them.

The elevated sounds are usually Friday and/or Saturday and then not much after that. Granted, that pin we usually can hear drop in our rooms at night is somewhat overwhelmed time to time but as for me, I try and look at what we have and what nobody is ever gonna take away from me. My daughter has been coming here since she was 3 months old, she learned to walk here, swim here, play here and drink here, she is 27 now and will be coming here for another 27 years. Gotta admit, it's just the coolest place on the planet. I'm just sayin'.

Kim Walton

P.S. Who doesn't like tupperware in their villa



December 2018

SALES DEPARTMENT UPDATE

Since the arroyo noise has stopped in early January, sales and occupancy has increased and we're having another great year! At the upcoming annual meeting, Sales Director Dave Stoenner and Bonus Week Coordinator Barbara Montgomery, will be recapping last year's numbers, and the results are impressive. The goal of the sales program is to find buyers and renters for every membership owned by your Association, AND to help Members that need to rent or sell. Cascadas continues to have one of the lowest membership delinquency rates in the industry, and the amount of money going back to Members who need to sell their membership sets the standard for timeshare resorts worldwide.

With our happy Members, and the beautiful renovation work going on at the property, we are able to help Members bring family and guests onsite, which provides us with a good chance at helping them become Members. Our happy Members continue to be our best sales tool. The sales office onsite is responsible for over 95%

of the membership transfers at Club. According to Trading Places, who handles all membership transfers, there are very, very few private sales and almost none are completed on the internet or by other sales companies.

There is a great advantage for Members to have the Cascadas sales department complete their sale or rental. When you go through the sales department, all required Mexico taxes are paid so the member, the guest and the Club aren't at risk of violating Mexican law and incurring penalties. Any profits from the sales and rental program come back to the Club to help keep maintenance fees low and help pay for the renovation of all villas.

For more information on buying, selling, renting or bringing guests, contact the on-site sales office toll free at 888-846-5571, or by email sales@cascadaslegacy.com.

Dave Stoenner
Sales Manager, dave@cascadaslegacy.com

MARIA ESTHER CASTRO OJEDA BY HECTOR LOPEZ

Maria Esther Castro Ojeda was born in Caduaño, Baja California Sur 59 years ago and is one of the few team members native to the region. She is a mother of 4 children, 3 boys and a girl, and has 3 grandchildren.

Esther arrived in Cabo San Lucas in 1976. At that time, she worked at a coffee shop called Café Vallarta located in nearby Amelia Wilkes Square. Soon after Esther had her first child, she decided to become a full-time housewife and stopped working until 1982, when she joined the Hacienda Hotel. For 22 years she worked at the Hacienda Hotel, first in the laundry area before being promoted to laundry manager.

Before joining Club Cascadas, she started her own businesses. Together with her family, Esther leased a laundry facility and managed it for around two and a half years, as well as starting a food business.

Esther began working at Club Cascadas on January 19,

2011 in the laundry area where her great talent was noticed. After a year and a half, she was promoted to the housekeeping supervisor position. Esther became a key part of the housekeeping department's daily operation. She has a great attitude and shares her many years of experience with the staff members that are under her supervision. She always tries to direct her team members and show them how to perform their duties with a high sense of responsibility to deliver the standards that our guests are accustomed to. Esther has earned the trust and appreciation of her coworkers.



NOMINATION OF THE EMPLOYEE OF THE YEAR

BY MIGUEL TORRES

At our Christmas party each year, we give out cash prizes to our Team Members who receive the most mentions by our Members and guests. Onsite management keeps track of every time a staff member receives a mention on a comment card.

We thank all of our Members and guests for taking the time to fill out the physical comment card form or going online to fill out the digital form and to let us know about your experience at Club. We would like to invite you to continue completing the comment cards to let us know which Staff Member made your experience great. Please help us decide who the winners will be.



RENOVATIONS UNDERWAY

BY MAURICIO QUEZADA

The remodel of building 4, consisting of a Perla and a Perlita villa, began as scheduled week 11 and is showing great progress. Updates are being frequently posted on the Official Club Facebook page; we would like to invite you to follow us on social media, so you don't miss out on the many ongoing Cascadas happenings.



Mark Giddings spends lots of time onsite working on the project with the onsite team and general contractor. Several improvements are being implemented for Perla 4, including an extended terrace, more windows for a better view, replacing the palapa roof with a concrete roof with a dome and more kitchen space. All of the original features and architecture that makes Cascadas so great will remain in place, but some changes will take place for the betterment of the Club and the benefit of its' Members. The onsite sales office will be happy to show you the new features being added. There are still a few weeks available in building 4, giving you a unique opportunity to buy.

The renovations are currently running on schedule and we are expecting, weather permitting, to complete them as planned. This a very exciting year for renovations and improvements not only to the buildings, but also to the common areas. Your Board of Directors discussed upcoming renovations to continue their path to finish the missing units in upcoming years, with the necessary planning involved.

I personally climbed up to the area where the concrete roof will be. Having been part of the Building 9 remodel only two years ago, I could clearly see where the renovations are taking us. It makes us all feel proud and excited to be part of it. As I was sitting at the top of the building, I had a chance to look around at the Medano Bay and all of what Club has to offer. Club is truly an oasis with tranquil surroundings. Next time you are here, just close your eyes, take a deep breath and feel the warmth of Club Cascadas.





RESTAURANT TRANSITION

BY MAURICIO QUEZADA

As previously announced, the transition for the restaurant and the various retail centers took place on March 1st and it occurred quite seamlessly. The results for our first two months of operations are very encouraging and we would like to thank all of our Members for their continuous support over the years. The creation of a new entity was necessary in order to run these operations, which demanded much of our time. Everything was effectively completed in time and while a few hurdles did occur as the new operation began with the changes to the retail centers, there is nothing that we could not overcome.

We, Club management, try to simplify and work on the little details to make the Members happy. The onsite team took the opportunity of the transition to improve your check-in process. We are glad to report that you will no longer need to open two accounts while you check into Club Cascadas. There will now

only be one account which will reduce waiting time, no additional formats and you will no longer have two different holds on your credit card. Please be reminded that when you open a line of credit for everything you may need at Cascadas, you no longer need to carry cash and can sign all checks and include any gratuity into your bill.

The team will be working hard as the remodel of the kitchen begins at the end of May and will continue through September. We would like to confirm food & beverage service will still be available throughout the entire period while the kitchen is closed. We hope you enjoy your time at Cascadas and that you are looking forward to your next visit as the staff is waiting on you to come on over.



FACEBOOK & ALL THINGS CASCADAS

Stay connected with resort activities, you can never get enough Cascadas news! To subscribe to All Things Cascadas and start receiving the most recent news and relevant information on the Club please go to the Club Cascadas web site and add your email, or send an email to atc@cascadaslegacy.com. For weekly updates, photos and stories on the Club please follow us on Facebook at www.facebook.com/clubcascadas.



EXIT PASS OF GIFTS BY MIGUEL TORRES

At the end of a vacation, it has become common for Members and guests to decide to express their gratitude towards our staff members by giving them a gift(s) (clothes, tennis, sandals, hats, etc.) We are currently in the process of creating a new form for Members and guests to fill out indicating what gifts were given to whom. In the meantime, we ask that you please leave a small note in the room with this information. Thank you very much for the appreciation you have for our team.

REMINISCING BY MRS. GIDDINGS

Dear Members,

Recently, I had the great pleasure of reminiscing with my sons, Peter, Mark, Greg and David about the marvelous, hectic times we experienced building the unique and beautiful Cascadas de Baja.

It was difficult to conjure up the thoughts we had in the fall of 1985 as we arrived at the barren but beautiful tip of Cabo San Lucas.

After driving down a sandy cactus filled trail to the magnificent "Bahia de Medano" my husband, Ed Giddings, jumped out of the overloaded truck filled to the brim with building materials, and said to our son Mark "grab a shovel, we are going to work!"

CASCADAS DE BAJA WAS BORN!

What a moment in our lives! We were fully unaware of the amazing adventures ahead. I think of our Members and the many experiences we have shared through the years. I can only say "gracias" many times over.



Club Cascadas de Baja Landsite, Fall of 1985

The Giddings family would like to thank all the Members who have participated in the success of our great adventure. As we have moved forward through the years, one of my great joys is seeing families growing, as the resort has grown. We wish you many years at your paradise, Cascadas de Baja.

¡Bienvenidos!

Patricia Giddings

Developer/Special Advisor

TREASURER'S REPORT

2018 was an excellent year for the Club financially. Our reserves are at an all-time high, thanks to controlled spending of budgeted operating funds by our excellent management team and the continued weakness of the peso. Unspent funds from 2018 will be added, as usual, to our capital reserves in 2019. We haven't increased maintenance fees since 2015, while remodeling about half of the villas, refreshing many others, and otherwise improving the facilities by the end of this year.

The Club took over sales from the Giddings family on January 1, 2018, and the Club's new sales subsidiary, Cascadas Vacations, Inc. (CVI) exceeded our expectations. It paid nearly \$900,000 to the Club for the maintenance fees on the unsold inventory turned over by the Giddings; it refunded about \$1,800,000 to Members who could not use their villas or decided to return their use periods to the Club; it contributed about

one-third of the cost to remodel Buildings 21, 22, and 24; and, after paying income tax in Mexico and the U.S., it has significant retained earnings that will in the future be paid to the Club as a dividend. We are optimistic that 2019 will be another outstanding year for CVI.

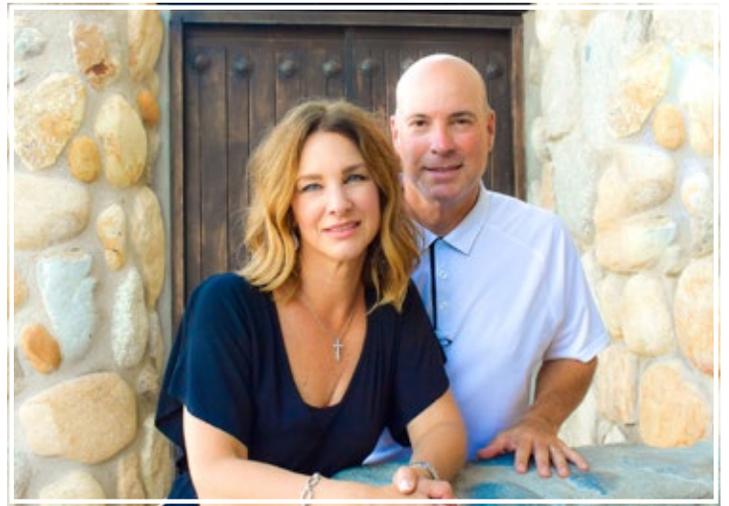
On March 1st, the Club's new subsidiary, Bellavista, took over the operations of the restaurant, bars, spa, Clubhouse Too, and the Activities Desk from the previous concessionaire Remimar. After Bellavista pays off the costs to remodel and equip the new kitchen, we expect it also to pay dividends to the Club.

The additional funds from CVI and Bellavista will go into the Club's reserves to help fund the remodeling and keep our low (by Cabo standards) maintenance fees low.

Larry Greenberg, Treasurer
Cascadas de Baja Association

CLUB FUN

PHOTOS BY DENISE JUNO



DID YOU KNOW?

Our pools and Jacuzzis turn on automatically at 7 a.m. and turn off automatically at 11 p.m. We keep with this schedule to maintain a healthy coexistence between neighbors, because the pool equipment is near other villas windows.

The temperature set for the pools is 86 °F and 102-104 °F for the Jacuzzis.

2019 ANNUAL MEETING REMINDER

The Cascadas de Baja Association's annual meeting of the Members is scheduled to take place on Saturday, June 15, 2019 at 10:00 a.m. (PDT) at the Wyndham Hotel near the Orange County Airport at 17941 Von Karman Ave., Irvine, CA 92614.

Write to Board Members c/o TPI at the above address.



Club Cascadas de Baja

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TPI Corporate From Mexico 001 949-448-5150

Club Cascadas de Baja disclaims any responsibility for claims made or the performance of goods and services advertised in this newsletter.

OWNER SERVICES

800-365-7601 ext. 1 | ownerservices@tradingplaces.com

- Deposit your week (TPI, II) / Inquire about your contract
- Re-confirm your arrival date - *this can also be done online at* www.clubcascadasdebaja.com/reservationrequest
- Pay maintenance fees

Important Maintenance Fee Information

Regular association dues are billed annually and are due and payable per your ABC policy. A statement is mailed to you as a courtesy; non-receipt of a statement does not relieve you of your financial obligation.

Pay Online at www.clubcascadasdebaja.com/pay

Questions about your Maintenance Fees or Assessment

Billings? Call the Accounting Department at 800-365-7601

ext. 7 or e-mail billings@tradingplaces.com

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RESALES

To buy, sell or inquire about the Cascadas Vacation Legacy, contact the on-site sales team at 888-846-5571, 949-640-8742 in California, or e-mail sales@cascadaslegacy.com

RESORT MANAGEMENT

As your management company, Trading Places is dedicated to making your property the best it can be. Please feel free to contact us at any time.

TELL US YOUR STORY!

We'd love to hear from you! Will you share your comments, stories, and vacation photos with us?

Please send your story and fun and pretty (high-res) vacation shots to Trading Places International, Attn: DRO Admin at 25510 Commercentre Drive, Suite 100, Lake Forest, CA 92630 or email droadmin@tradingplaces.com.

GOT BOOKS?

Don't forget to toss a few books into your suitcase next time you visit Club Cascadas. The lending library is always hungry for some new reading material!



DID YOU KNOW?

Getting from the Los Cabos airport to Club Cascadas is a breeze when you book your transfer with TransCabo. For the reasonable price of \$22.00 per person (including tax), you will ride in a cool, clean and comfortable shuttle van straight to the front steps of your home-away-from-home.

TransCabo now offers the option of booking a handicap accessible van as a private transportation option.*

Please go to www.tradingplaces.com/travel/caboground for more information and to make your transportation reservations.

*Handicap Accessible Van is subject to availability and confirmation is required.

CONTACT INFO REMINDER

Please remember to update your contact information with Trading Places International to ensure that you receive important association mailers and billing statements.

You can update your contact information directly by calling 800-365-7601 ext. 1 or by visiting www.clubcascadasdebaja.com/members-corner/