ARROYO ROBLE ONLINE RESERVATION SYSTEM

User Manual
User Guide
08/28/2024

2024 Arroyo Roble Resort – Online Reservation System – User Manual

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Introduction

The Arroyo Roble Resort **Online Reservation System** allows owners to make their Reservation (or multiple reservations) in various ways:

- Selecting one of the Intervals that you own.
- Selecting multiple Intervals that you own (for example, if you are planning a larger family vacation or group gathering).
- Selecting the specific Date and number of nights you wish to stay.
- Selecting the specific Villa or Villa Type (Two Level, Lower or Upper Single Level)
- Selecting the Villa Location (i.e. Old Creek Side, New Creek Side, etc.) you wish to stay in

> **IMPORTANT NOTE:**
> Each of your intervals that you plan on making a reservation with MUST NOT be **Delinquent**! If an Interval's Annual Maintenance Fee, Special Assessment or other fees have not been paid, that Interval will show as Delinquent, and you will not be able to make a reservation. You will see an example of that on page 17 where Interval #275 is "grayed out" or "dimmed" to indicate it is Delinquent.

To get started, you **must be a Registered Owner** with a **registered email address**.

If you do not have a registered email address at Arroyo Roble (and you have not been receiving emails from Arroyo Roble), please contact Arroyo Roble Owner Services via email ownerservices@arroyoroble.com and provide your Full Name, Interval Number(s), address, phone number and your email address, and request that your email be added to your account. Once you receive confirmation that your information has been updated, Register on the Online Reservation System.

If you have additional questions, you may email res@arroyoroble.com or call 928-282-7777 extension 1122 and leave a detailed message.

A .pdf copy of this User Manual can be downloaded via the links on the Online Reservation System LOG IN page and on the website under Documents.

NOTE: Throughout this User Manual the fictitious user Teresa Thomas will be used for certain examples, as well as the fictitious email teresathomasuser@gmail.com

Registering for the Online Reservation System

From the Arroyo Roble Resort website homepage (https://arroyoroble.com/), select **Reservations** in the top banner.

From there, select **Make a Reservation Online** –

Next, Select **Make a Reservation Here**
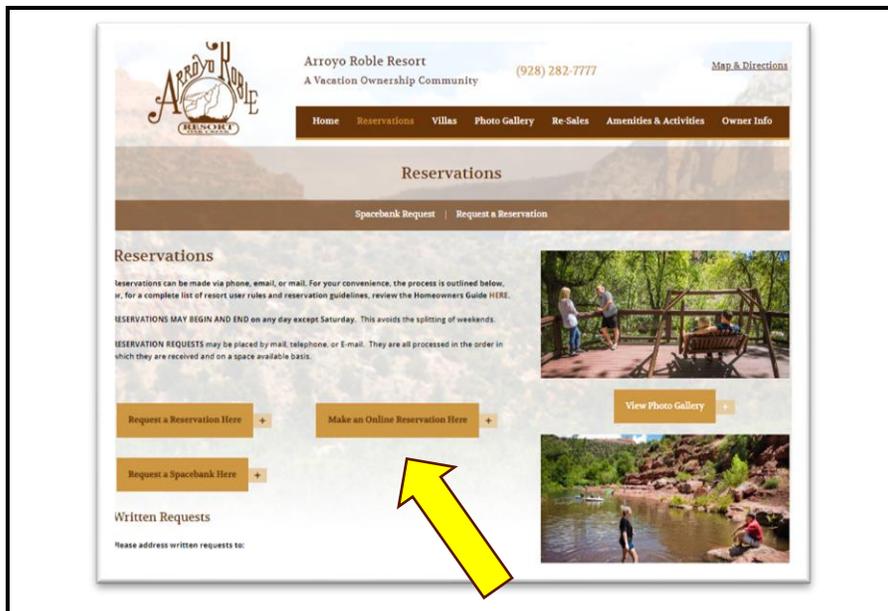
This will take you to the Online Reservation system **Log In** page.
FIRST TIME USERS: IF THIS IS YOUR FIRST TIME using the Online Reservation system, you will need to **Register** as a new user.

Select **"Register as a new user"** at the bottom and follow the instructions (see the next page).
      (Just FYI – the "Register" at the top right will also take you to the Registration screen)

(Note: You can always click on the 👁 to make your password visible)

First Time Users - Registration Screen

First Time Users – Fill in the Registration information with:

- **Email**: Your email address that is on file with Arroyo Roble Resort
- **Last Name**: Your Last Name as it appears on the Owner information
- **Password**: Create your Password - (following the Password Requirements),
  - At least eight (8) characters
  - At least one upper case letter
  - At least one lower case letter
  - At least one number
- **Confirm password** – reenter your password you just created and
- Select **Register**.

(Reminder: You can always click on the 👁 to make your password visible)

You will receive an email in your inbox confirming your registration.

<div style="border: 2px solid black; padding: 20px;">
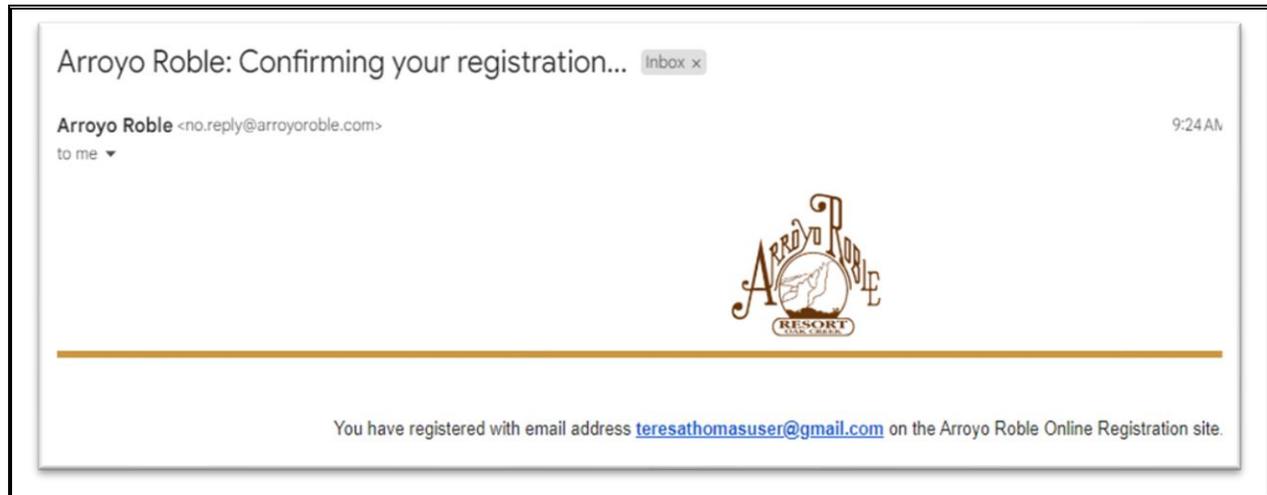
==**Recommendation: Make Note of your Email Address and Password**==

Date: _____

Email Address: _____

Password: _____

You will use your Email Address and Password each time you login to Make a Reservation, Review the status of your Reservations, or Cancel a Reservation.

</div>

If, when you Login, you see this error message: Invalid login attempt, it means you have entered:
- You email address incorrectly OR
- You Have Not Registered yet!

Forgotten Password

If you forget your Password, on the LOG IN screen, select "**Forgot your password?**"

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Enter your email address and click Submit

You will see a screen FORGOT PASSWORD CONFIRMATION

Please check your email.

You will see an email from Arroyo Roble with the subject: Reset Password:
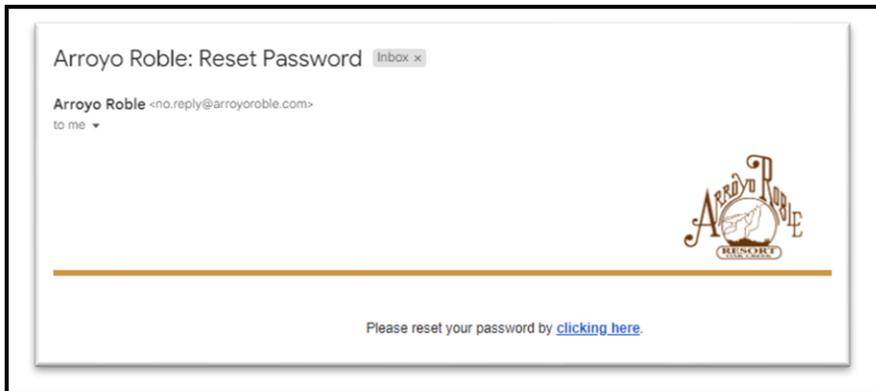
In the email, click on the link to go to the RESET PASSWORD screen:

"Click here to log in." this will take you back to the login screen.

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Remember, you will use your Email Address and Password each time you:

- login to Make a Reservation,
- Review the status of your Reservations, or
- Cancel a Reservation.

The following example uses Teresa Thomas as a username:

REGISTER

Create a new account.

Email

teresathomasuser@gmail.com

Last Name

Thomas

Password

TessUser12

Confirm password

TessUser12

Register

Password Requirements

- At least eight characters.
- At least one upper-case letter.
- At least one lower-case letter.
- At least one numeral.

When you complete your Registration, you will receive **a confirmation email from Arroyo Roble**.

HOW TO MAKE A RESERVATION:

This system follows all the Arroyo Roble Resort Reservation Rules which can be found in the Arroyo Roble Resort Homeowner's Guide. A PDF copy of the Guide can be downloaded via the link at the top of the Online Reservation System's Home page / "**USER'S GUIDE**".

Login using your Email address and Password you created.

For this document, we are using the <u>fictitious</u> person **Teresa Thomas** for these examples. Her email address is **teresathomasuser@gmail.com.** Teresa is NOT a real owner.

LOG IN

Log in to your owner account.

Email

teresathomasuser@gmail.com

Password

•••••••••   👁

Log in

Forgot your password?

Register as a new user

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Once you Login, you will be taken to Your Account Home Page which includes:

- Your name, address, and phone number that we have on file.
- The Interval(s) you own
- UPCOMING RESERVATIONS and
- RECENT PAST AND CANCELED RESERVATIONS.

If for any Reason the Information is **NOT** Correct, Contact Owner Services at ownerservices@arroyoroble.com, or call 928-282-7777.

Making a New Reservation:

From the top banner, select New Reservation:

Select the interval(s) you want to use for your reservation.

NOTE: The "Remaining" column shows you the remaining number of Reservations, Days, and Weekend you have available for reservations this year and next.

For this example, we will use Interval 2796 to make a 1-week reservation.

Click on **Choose** to the left of Interval #2796.

(Informational Note: The small check box next to Choose will be used for choosing multiple Intervals further on in this manual.)

Now you have the option to look by Villa(s) or by Dates

For this example, we will **Choose Dates First**

This will bring up the Calendar so you can select the date you want to stay at Arroyo Roble. NOTE: the shaded dates (nights) are **unavailable**. (Note: You may use the arrows to advance the calendar to the month you wish to select. Also, in this example, there are NO Villas available for August 1st through August 9th.)

For this example, I'll select the Dates November 17-23 for the Reservation (NOTE: Check out is on Sunday, November 24, 2024.

Next, you will select what Villa you would like.

Here you have several options to choose from:

- You can select Villa Location, e.g. Old Creekside, New Creekside, etc.
- And/or Villa Type, e.g. Two Level, Lower Single Level, Upper Single Level
- Or you can request your "special or favorite" Villa, for example 1105
- For this example, use "Select Villa(s)" at the bottom.

The System will give you available Villas for those specific dates OR other dates within that range:

For this example, we will choose Villa 1451 and click Confirm to finalize your reservation.

You will see the following screen:
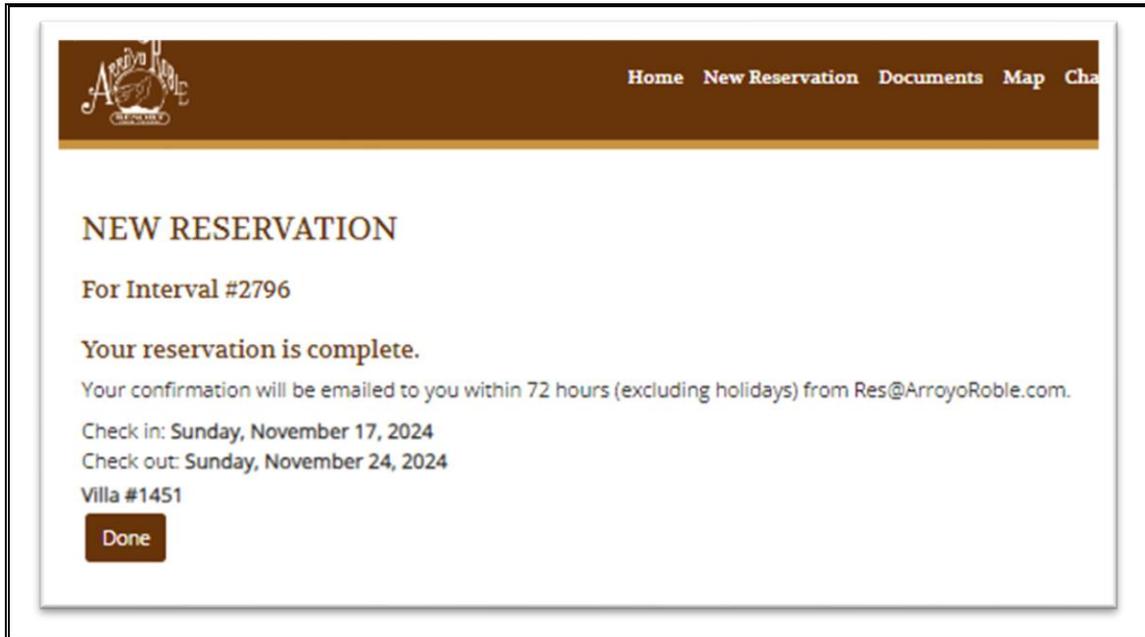
NEW RESERVATION

For Interval #2796

Your reservation is complete.
Your confirmation will be emailed to you within 72 hours (excluding holidays) from Res@ArroyoRoble.com.

Check in: Sunday, November 17, 2024
Check out: Sunday, November 24, 2024

Villa #1451

Done

IMPORTANT NOTE:
Your Reservation is Complete but not Confirmed. You will receive your Confirmation email within 72 hours excluding Weekends and Holidays.

When you select **Done**, you will be taken back to your Account Home Page where you will see your UPCOMING RESERVATIONS. You can now go back and make another Reservation if you wish.

Be sure to **Logout** once you are done!!!

LOG OUT
You have successfully logged out of the application.

HOW TO MAKE A MULTI-WEEK RESERVATION:

In the same way when you make a 1-week reservation, you can make multi-week reservation by going through the process for each Interval you own. You can look ahead to see that the same villa is going to be available for your multiweek stay.

If you are looking to make a Reservation for multiple weeks, a year out, you can make the first week reservation one year out from when you begin your stay this year and then **email Reservations** and ask them to add your additional Intervals/weeks to you completed reservation. Be sure to give them all the necessary information you normally would: Name, email address, phone number, your Interval numbers, the start of your stay, the Villa you selected for your first week, etc...

HOW TO MAKE MULTIPLE RESERVATIONS FOR THE SAME DATES:

For this example, we want to plan a Family Reunion and need 3 Villas.

From Teresa's Account Home Page, we'll select New Reservation

Check all three Intervals and Choose Selected.
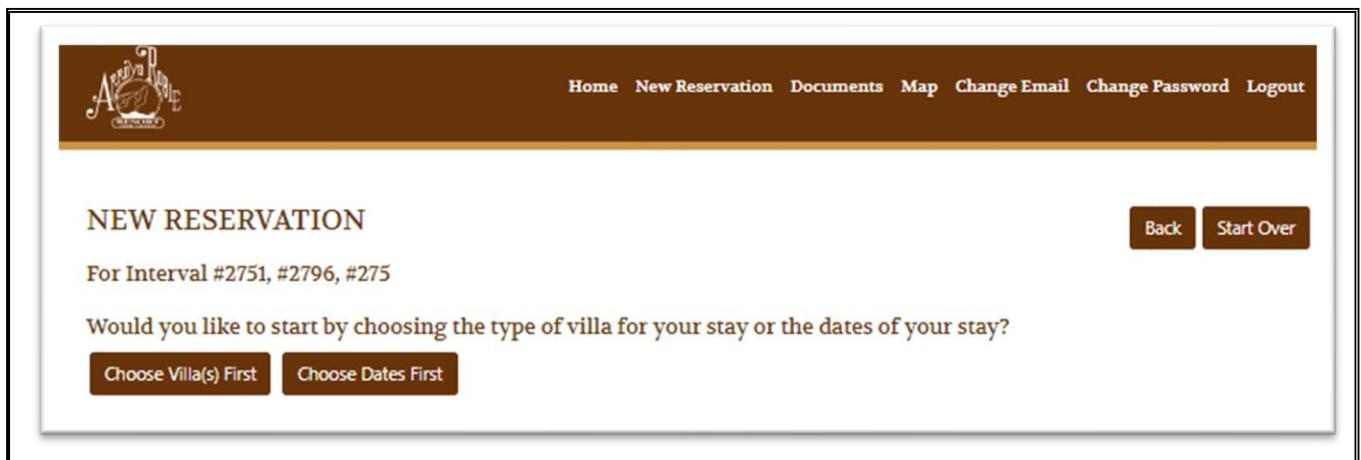
Next, since I want us all to be together, Choose Villas First

And Area – Old Creekside

That will bring up the Calendar for those villas and when they are available.

For this example, select Sunday, September 1 to Saturday September 7, 2024. When clicking on Continue, the Villas that are available will be displayed

For this example, all the Villas are NOT available for the dates planned. You will need to go back and explore alternate dates. NOTE: You will find that if you are planning a family get-together that you need to plan it well in advance. Remember that Villas can be scheduled up to a year in advance.

For this example, we'll try Sunday, February 9th to Saturday February 15th with Check out on Sunday, February 16, 2025.

NEW RESERVATION

For Interval #2751, #2796, #275

Selected villa(s): 1101,1102,1103,1104,1105,1106,1107,1108,1113,1114,1115,1116

Choose the nights you'd like to stay.
Important: (Your check-out date will be the day following the last night.)

= Night is unavailable

January 2025 - February 2025   ◄ Today ►

S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4								1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	

Check in: Sunday, February 9, 2025
Check out: Sunday, February 16, 2025

Continue   **Clear Dates**

NEW RESERVATION

For Interval #2751, #2796, #275

Check in: **Sunday, February 9, 2025**
Check out: **Sunday, February 16, 2025**

Selected villa(s): 1101, 1102, 1103, 1104, 1105, 1106, 1107, 1108, 1113, 1114, 1115, 1116

Exact dates: There is nothing available for Sunday, February 9, 2025 - Sunday, February 16, 2025

Other dates: There is nothing available between Sunday, February 9, 2025 - Sunday, February 16, 2025

Choose Selected

This illustrates the messages that will be displayed if dates are not available. You may need to explore various alternate dates.

NEW RESERVATION

For Interval #2751, #2796, #275
Check in: **Sunday, June 15, 2025**
Check out: **Sunday, June 22, 2025**

Selected villa(s): **1101, 1102, 1103, 1104, 1105, 1106, 1107, 1108, 1113, 1114, 1115, 1116**

Choose the reservation(s) you'd like to make:

Choose Selected

Exact dates: Reservations for Sunday, June 15, 2025 - Sunday, June 22, 2025

☐ Villa #1101, Two Level

☐ Villa #1102, Two Level

☑ Villa #1103, Two Level

☑ Villa #1104, Two Level

☑ Villa #1105, Two Level

☐ Villa #1106, Two Level

☐ Villa #1107, Two Level

☐ Villa #1108, Two Level

☐ Villa #1113, Two Level

☐ Villa #1114, Two Level

☐ Villa #1115, Two Level

☐ Villa #1116, Two Level

Choose Selected

Once you find a set of available dates, check the appropriate boxes and then Choose Selected.

NEW RESERVATION

For Interval #2751, #2796, #275

Confirm these reservations now:

Check in: **Sunday, June 15, 2025**
Check out: **Sunday, June 22, 2025**

Villa #1103
Villa #1104
Villa #1105

Confirm

Click Confirm and your Reservation is made.

NEW RESERVATION

For Interval #2751, #2796, #275

Your reservations are complete.

Your confirmation will be emailed to you within 72 hours (excluding holidays) from Res@ArroyoRoble.com.

Check in: **Sunday, June 15, 2025**
Check out: **Sunday, June 22, 2025**

Villa #1103
Villa #1104
Villa #1105

Done

IMPORTANT NOTE:

Your Reservation is Complete but not Confirmed. You will receive your Confirmation email within 72 hours excluding Weekends and Holidays.

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ONLINE RESERVATIONS

Reservations can be made online. This is the RECOMMENDED method because you have First Priority of available villas at the time you are making your reservation. When you Select "New Reservation" at the top, you can select from:

- Your available Intervals (including multiple intervals)
- By Dates
- By Area, i.e. Old or New Creekside, Courtyard, Poolside
- Two Level, Lower or Upper Single Level
- Specific villa, i.e. 1101, 1102, ... 1567, 1568
- You can even use the map of villas

This will display a calendar so you can select your dates.

YOU CAN ALSO…

- Change your email address
- Change your password

RESERVATION RULES

You may view the reservation rules in the Arroyo Roble Resort Homeowner's Guide (PDF).

USER'S GUIDE

If you'd like more information about using this online reservation system, here is a User's Guide (PDF).

TERESA THOMAS

666 Somewhere Place
Someplace, AZ 85297
304-777-1224

To change your address and/or phone number, please email Owner Services at ownerservices@arroyoroble.com.

INTERVALS

Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
#2751	2 left	7 days	1 left	1 left	0 days	--
#2796	2 left	14 days	1 left	1 left	0 days	--
#275	2 left	7 days	1 left	1 left	0 days	--

UPCOMING RESERVATIONS

Reservation	Interval	Villa	Check In	Check Out	
#117944	275	1103	6/15/2025	6/22/2025	Cancel
#117945	2751	1104	6/15/2025	6/22/2025	Cancel
#117946	2796	1105	6/15/2025	6/22/2025	Cancel

RECENT PAST AND CANCELED RESERVATIONS

Reservation	Interval	Villa	Check In	Check Out	Status
#117937		TBD	7/30/2025	8/6/2025	Canceled

<u>**HOW TO CANCEL A RESERVATION**</u>

Log in to the Online Reservations system to view your current reservations.

Select **Cancel** next to the Reservation you want to cancel. The following popup message may be displayed:

Cancel Reservation

This 7-night reservation was booked 4 or more months out. You will need to contact the resort after 72 hours to rebook. Are you sure you want to cancel this reservation? This can not be un-done!
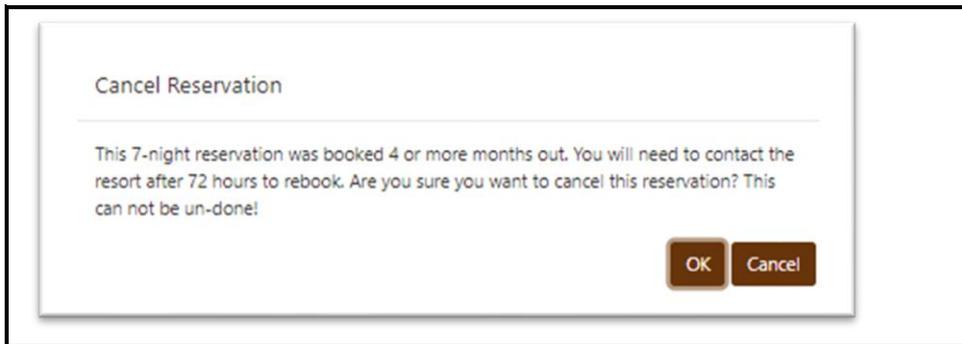
OK Cancel

<u>CHANGING OR CANCELING RESERVATIONS RULES</u> – (Per the Arroyo Roble Resort Homeowner's Guide)**:**

17. **CHANGING RESERVATIONS** – If your reservation was made less than four (4) months in advance of the arrival date, changes may be made prior to fourteen (14) days of your arrival date.
    If your reservation was made more than four (4) months in advance and you want to make changes to the reservation, you must cancel your current reservation and wait <u>72 hours</u> before making a new reservation. For instance, if a reservation was made on January 1st, for the dates of June 2-9, and the owner wishes to change the reservation to June 6-13, the 72-hour waiting period applies.

18. **CANCELING RESERVATIONS** – To cancel a reservation, notify Reservations by mail, by email, or by telephone at least fourteen (14) days prior to your scheduled arrival date. We will mail an acknowledgment of the cancellation. If a reservation is canceled with less than fourteen (14) day notice prior to the arrival date, the time will be forfeited unless there is another villa available for the exact same time. However, your reservations staff will try to fill any forfeited time. Time that is filled will be reinstated. This rule also applies to short notice reservations that are subsequently canceled. When canceling a seven (7) day reservation that was made more than four (4) months in advance, the entire reservation must be canceled, not just a portion. If any portion of the original reservation is desired, it must be reserved via a new reservation request which cannot be made until 72-hours after the cancellation of the original reservation. This rule assures that an owner will not gain unfair advantage by reserving a seven (7) day stay or a (4) day holiday stay one year in advance and then converting to fewer days later. If an owner staying at the Resort leaves before the full period of the reservation is used, the unused time will be forfeited

ONLINE RESERVATIONS

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- Your available Intervals (including multiple intervals)
- By Dates
- By Area, i.e. Old or New Creekside, Courtyard, Poolside
- Two Level, Lower or Upper Single Level
- Specific villa, i.e. 1101, 1102, ... 1567, 1568
- You can even use the map of villas

This will display a calendar so you can select your dates.

YOU CAN ALSO...

- Change your email address
- Change your password

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TERESA THOMAS

666 Somewhere Place
Someplace, AZ 85297
304-777-1224

To change your address and/or phone number, please email Owner Services at ownerservices@arroyoroble.com.

INTERVALS

Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
#2751	2 left	7 days	1 left	2 left	7 days	1 left
#2796	2 left	14 days	1 left	2 left	7 days	1 left
#275	2 left	7 days	1 left	2 left	7 days	1 left

UPCOMING RESERVATIONS

None

RECENT PAST AND CANCELED RESERVATIONS

Reservation	Interval	Villa	Check In	Check Out	Status
#117937		TBD	7/30/2025	8/6/2025	Canceled
#117938		TBD	7/27/2025	8/3/2025	Canceled
#116975		TBD	6/15/2025	6/22/2025	Canceled
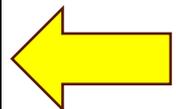
You have a lot of flexibility with each of your Intervals. Each Interval can be divided into 2 separate reservations (7 days total) with only 1 weekend. There is more, and those are covered in the Arroyo Roble Resort Homeowner's Guide.

USER GUIDE
A QUICK SUMMARY OF THE STEPS TO MAKE A RESERVATION:

With the Arroyo Roble Resort Online Reservation System, owners can make their Reservation online by:
- Selecting one or more of the Intervals you own
- Selecting the specific Date and number of nights you wish to stay.
- Selecting the specific Villa, you wish to stay in

- Go to the Arroyo Roble Resort website https://arroyoroble.com/ and select Reservations at the top banner.
- On the next screen, select Make Online Reservation
- That will take you to the Online Reservation Login page – If this is your First time, you will need to Register first.

- On the LOG IN page, enter your email address and Password.
- When you Log In, you will see the Intervals you own and their status.

- If you have NOT previously used this system, you will need to Register, using the Register link in the upper right corner. If you are having problems, please follow the links:
    a. Forgot your password?
    b. Register as a new Owner/User

If you have any other problems, please email res@arroyoroble.com and provide your Name, Interval Number, and Phone number, or call 928-282-7777 extension 1122 and leave a detailed message.

NOTES