



# 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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## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### Property Map





## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### 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](mailto: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](mailto: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](mailto:teresathomasuser@gmail.com)**



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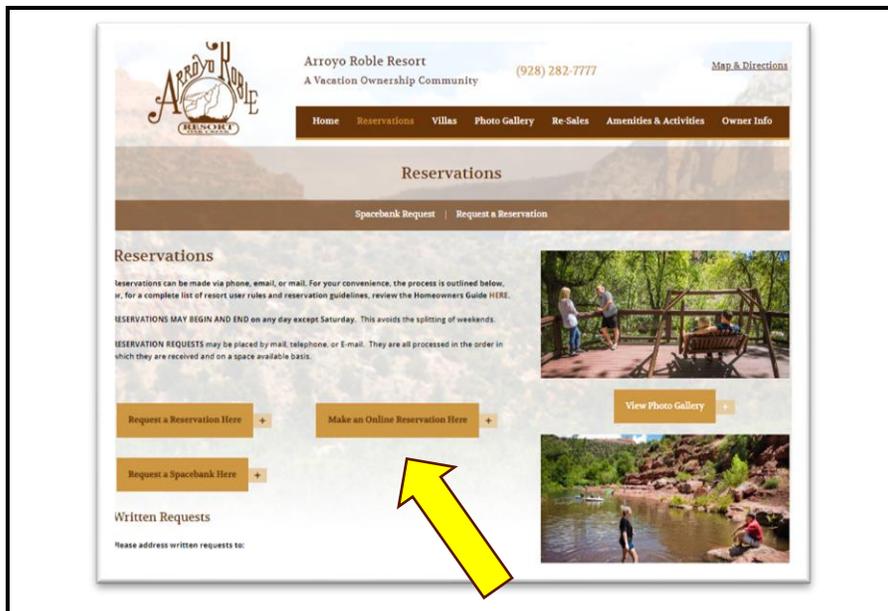
### Registering for the Online Reservation System

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**





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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)

Arroyo Roble Resort

Register Login

### LOG IN

Log in to your owner account.

Email

Password

Log in

[Forgot your password?](#)

[Register as a new user](#)

**User's Guide**

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

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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### First Time Users - Registration Screen

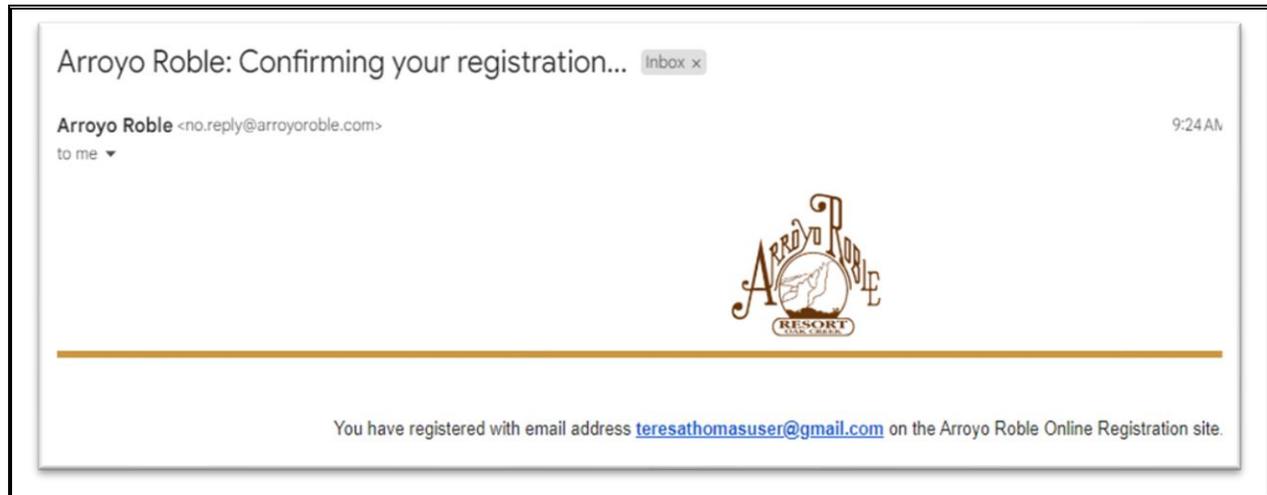
### First Time Users – Fill in the Registration information with:

- **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**.



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(Reminder: You can always click on the  to make your password visible)  
You will receive an email in your inbox confirming your registration.





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### **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.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

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!

A screenshot of the Arroyo Roble Resort online reservation system's login page. The page features the resort's logo at the top left. Below the logo, the text 'LOG IN' is displayed in a large, bold font. Underneath, it says 'Log in to your owner account.' followed by a horizontal line. A red error message, 'Invalid login attempt.', is shown with a red dot bullet point. A yellow arrow points from the right side of the page towards this error message. Below the error message are two input fields: 'Email' with the text 'teresathomasuser@gmail.com' and 'Password' with a toggle icon. At the bottom of the form is a 'Log in' button, and two links: 'Forgot your password?' and 'Register as a new user'.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### Forgotten Password

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

A screenshot of the Arroyo Roble Resort online reservation system login page. The page features the resort's logo at the top left. Below the logo, the text "LOG IN" is displayed in a large, bold font. Underneath, the instruction "Log in to your owner account." is shown. There are two input fields: "Email" with the value "teresathomasuser@gmail.com" and "Password" with a masked password "\*\*\*\*\*". A "Log in" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot your password?" and "Register as a new user". A yellow arrow points to the "Forgot your password?" link.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

A screenshot of a web form titled "FORGOT YOUR PASSWORD?". At the top left is the Arroyo Roble Resort logo. Below the title, it says "Enter your email." followed by a text input field. The input field contains the email address "teresathomasuser@gmail.com". Below the input field is a brown "Submit" button.

Enter your email address and click Submit

You will see a screen FORGOT PASSWORD CONFIRMATION

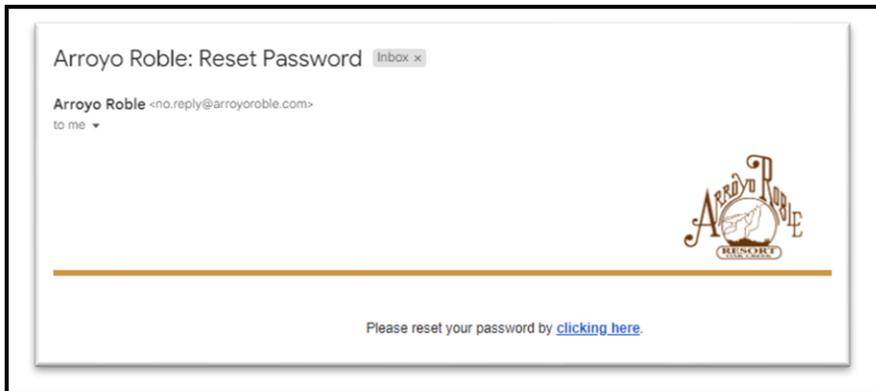
A screenshot of a web page titled "FORGOT PASSWORD CONFIRMATION". At the top left is the Arroyo Roble Resort logo. Below the title, it says "Please check your email to reset your password."

Please check your email.



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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:



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

The screenshot shows a web form titled 'RESET PASSWORD' with the Arroyo Roble Resort logo at the top. Below the title is the instruction 'Reset your password.' The form contains three input fields: 'Email' with the value 'teresathomasuser@gmail.com', 'Password' with the value 'TessUser12', and 'Confirm password' with a masked value '\*\*\*\*\*'. Each input field has a small circular icon to its right. At the bottom of the form is a brown 'Reset' button.

The screenshot shows a confirmation message titled 'RESET PASSWORD CONFIRMATION'. The text reads: 'Your password has been reset. Please [click here to log in.](#)' The message is displayed on a white background with a brown header containing the Arroyo Roble Resort logo.

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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

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.**



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### 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.

Arroyo Roble Resort

Register Login

### LOG IN

Log in to your owner account.

Email

Password

Log in

[Forgot your password?](#)

[Register as a new user](#)

Arroyo Roble Resort

Arroyo Roble Resort, 100 Arroyo Roble Road, Sedona, AZ 86336  
Mailing Address: PO Box 2264, Sedona, AZ 86339  
(928) 267-7777



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For this document, we are using the fictitious person **Teresa Thomas** for these examples. Her email address is [teresathomasuser@gmail.com](mailto:teresathomasuser@gmail.com). Teresa is NOT a real owner.

A screenshot of the login page for the Arroyo Roble Resort online reservation system. The page has a white background with a dark brown header and footer. The header contains the resort's logo. The main content area is titled "LOG IN" and includes the instruction "Log in to your owner account." Below this, there are two input fields: "Email" with the value "teresathomasuser@gmail.com" and "Password" with a masked password "\*\*\*\*\*" and a toggle icon. A "Log in" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot your password?" and "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.

Home New Reservation Documents Map Change Email Change Password Logout

**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](mailto:ownerservices@arroyoroble.com).

**INTERVALS**

Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
#2751	1 left	0 days	—	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**

Reservation	Interval	Villa	Check In	Check Out	
#117109	2751	1558	11/10/2024	11/17/2024	<input type="button" value="Cancel"/>

**RECENT PAST AND CANCELED RESERVATIONS**

Reservation	Check In	Check Out	Status
#117093	7/30/2025	8/6/2025	Canceled



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

### Making a New Reservation:

From the top banner, select New Reservation:

Home [New Reservation](#) Documents Map [Change Email](#) [Change Password](#) Logout

**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...**

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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](mailto:ownerservices@arroyoroble.com).

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**INTERVALS**

Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
#2751	1 left	2 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

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

2024-08-09  
System - User Manual - Ver 1.0.docx

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

Home [New Reservation](#) [Documents](#) [Map](#) [Change Email](#) [Change Password](#) [Logout](#)

### NEW RESERVATION

Choose the interval you'd like to use for a new reservation:

			Remaining 2024			Remaining 2025		
			Reservations	Days	Weekend	Reservations	Days	Weekend
Choose	<input type="checkbox"/>	#2751	1 left	0 days	--	2 left	7 days	1 left
Choose	<input type="checkbox"/>	#2796	2 left	14 days	1 left	2 left	7 days	1 left
Choose	<input type="checkbox"/>	#275	2 left	7 days	1 left	2 left	7 days	1 left

Choose Selected to use multiple contracts

For reservations of more than seven nights, please call.

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.)



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

A screenshot of the Arroyo Roble Resort online reservation system. The page has a dark brown header with the resort logo on the left and navigation links: Home, New Reservation, Documents, Map, Change Email, Change Password, and Logout. Below the header, the main content area is white. It starts with the heading 'NEW RESERVATION' and two buttons: 'Back' and 'Start Over'. Below this, it says 'For Interval #2796'. The main question is 'Would you like to start by choosing the type of villa for your stay or the dates of your stay?'. At the bottom, there are two buttons: 'Choose Villa(s) First' and 'Choose Dates First'.

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



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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 1<sup>st</sup> through August 9<sup>th</sup>.)

The screenshot shows the 'NEW RESERVATION' page for Interval #2796. It includes a navigation menu with links for Home, New Reservation, Documents, Map, Change Email, Change Password, and Logout. Below the title, there are 'Back' and 'Start Over' buttons. The main content area asks the user to 'Choose the nights you'd like to stay' and provides an important note: 'Important: (Your check-out date will be the day following the last night.)'. A legend indicates that a pink shaded box represents an unavailable night. The calendar for August 2024 shows the following availability status:

August 2024 - September 2024							◀ Today ▶							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	
					1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	
25	26	27	28	29	30	31	29	30						



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

The screenshot shows the 'NEW RESERVATION' page for interval #2796. It includes a navigation bar with links for Home, New Reservation, Documents, Map, Change Email, Change Password, and Logout. The main content area displays the reservation details and a calendar for selecting dates. The selected dates are November 17 to 23, 2024. The check-in date is Sunday, November 17, 2024, and the check-out date is Sunday, November 24, 2024. There are buttons for 'Continue' and 'Clear Dates'.

**NEW RESERVATION** Back Start Over

For Interval #2796  
Choose the nights you'd like to stay.  
**Important:** (Your check-out date will be the day following the last night.)

■ = Night is unavailable

October 2024 - November 2024 ◀ Today ▶

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

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

Continue Clear Dates



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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 screenshot shows the 'NEW RESERVATION' page for interval #2796. The check-in date is Sunday, November 17, 2024, and the check-out date is Sunday, November 24, 2024. There are 'Back' and 'Start Over' buttons. Below the date information, there are 'Use Filters' and 'Use Map' buttons. The main section is titled 'Select a villa or villas using the filters below...'. It contains three dropdown menus: 'Filter by area' (Any area), 'Filter by level' (Any level), and 'Choose a villa' (Any villa). At the bottom of this section is a 'Select Villa(s)' button.



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

[Home](#) [New Reservation](#) [Documents](#) [Map](#) [Change Email](#) [Change Password](#) [Logout](#)

### NEW RESERVATION

[Back](#) [Start Over](#)

For Interval #2796  
Check in: Sunday, November 17, 2024  
Check out: Sunday, November 24, 2024  
Selected villa(s): Any villa

Choose the reservation you'd like to make:

**Exact dates:** Reservations for Sunday, November 17, 2024 - Sunday, November 24, 2024

- [Choose](#) Villa #1222, Two Level
- [Choose](#) Villa #1224, Two Level
- [Choose](#) Villa #1339, Two Level
- [Choose](#) Villa #1445, Two Level
- [Choose](#) Villa #1446, Two Level
- [Choose](#) Villa #1447, Two Level
- [Choose](#) Villa #1449, Upper Single Level
- [Choose](#) Villa #1450, Two Level
- [Choose](#) Villa #1451, Two Level
- [Choose](#) Villa #1452, Two Level
- [Choose](#) Villa #1455, Two Level
- [Choose](#) Villa #1456, Two Level
- [Choose](#) Villa #1557, Two Level
- [Choose](#) Villa #1558, Two Level
- [Choose](#) Villa #1559, Two Level
- [Choose](#) Villa #1569, Two Level
- [Choose](#) Villa #1570, Two Level

**Other dates:** Other possible reservations within that date range...

- [Choose](#) Villa #1102, Two Level, Monday, November 18, 2024 - Sunday, November 24, 2024
- [Choose](#) Villa #1105, Two Level, Tuesday, November 19, 2024 - Sunday, November 24, 2024



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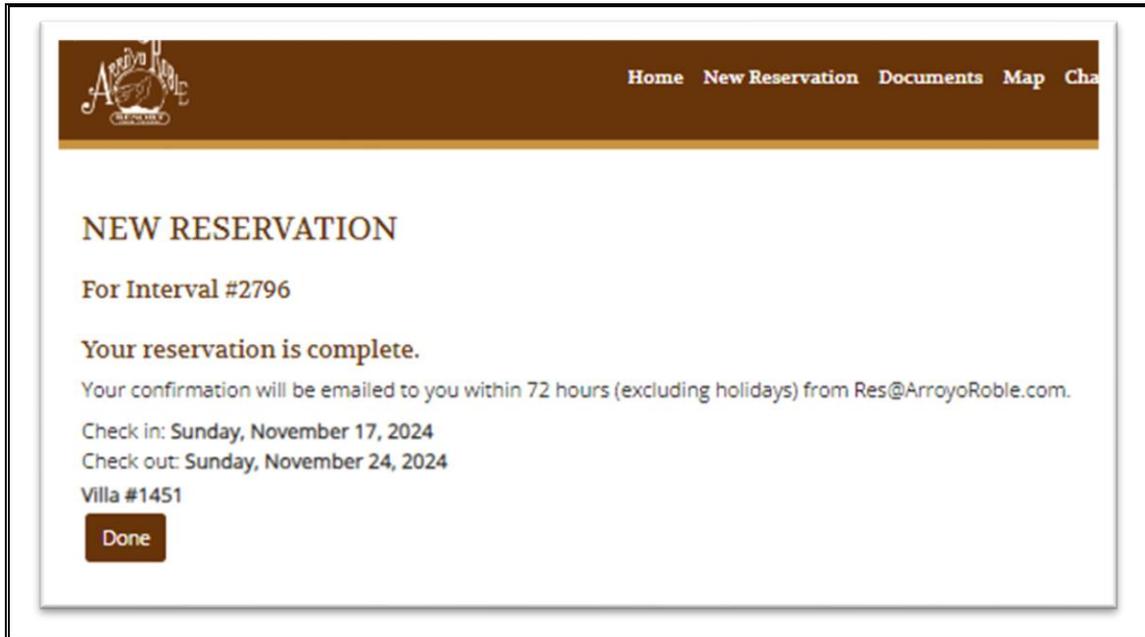
For this example, we will choose Villa 1451 and click Confirm to finalize your reservation.

A screenshot of the Arroyo Roble Resort online reservation system. The page has a dark brown header with the resort logo on the left and navigation links: Home, New Reservation, Documents, Map, Change Email, Change Password, and Logout. The main content area is white and titled 'NEW RESERVATION'. Below the title are two buttons: 'Back' and 'Start Over'. The text indicates the reservation is for Interval #2796 and asks the user to confirm. The check-in date is Sunday, November 17, 2024, and the check-out date is Sunday, November 24, 2024. The villa number is #1451. A 'Confirm' button is located at the bottom of the reservation details. The footer of the page is dark brown and contains the resort logo and contact information: Arroyo Roble Resort, 100 Arroyo Roble Road, Sedona, AZ 86336; Mailing Address: PO Box 2264, Sedona, AZ 86339; and phone number (928) 282-7777.



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You will see the following screen:



### **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!!!





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### 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...



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### 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

Home [New Reservation](#) [Documents](#) [Map](#) [Change Email](#) [Change Password](#) [Logout](#)

**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 MAY ALSO...**

- [Click your email address](#)
- [Click 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](mailto: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

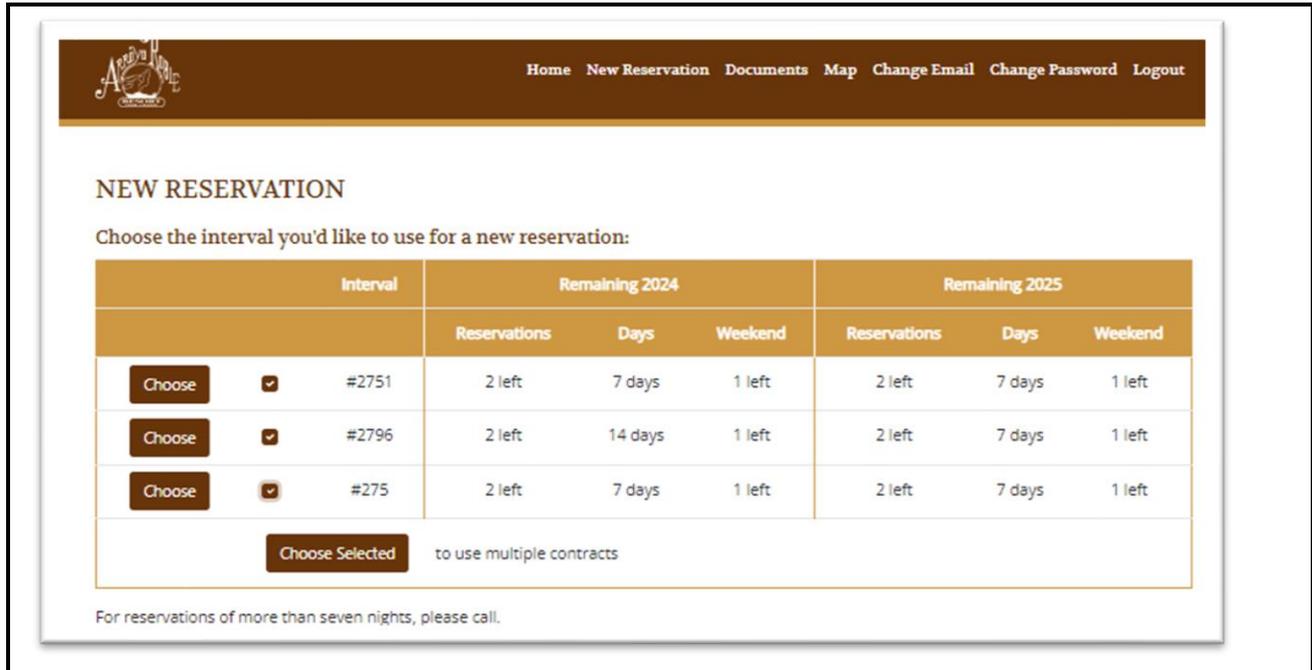
2024-08-09  
System - User Manual - Ver 1.0.docx

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Home New Reservation Documents Map Change Email Change Password Logout

### NEW RESERVATION

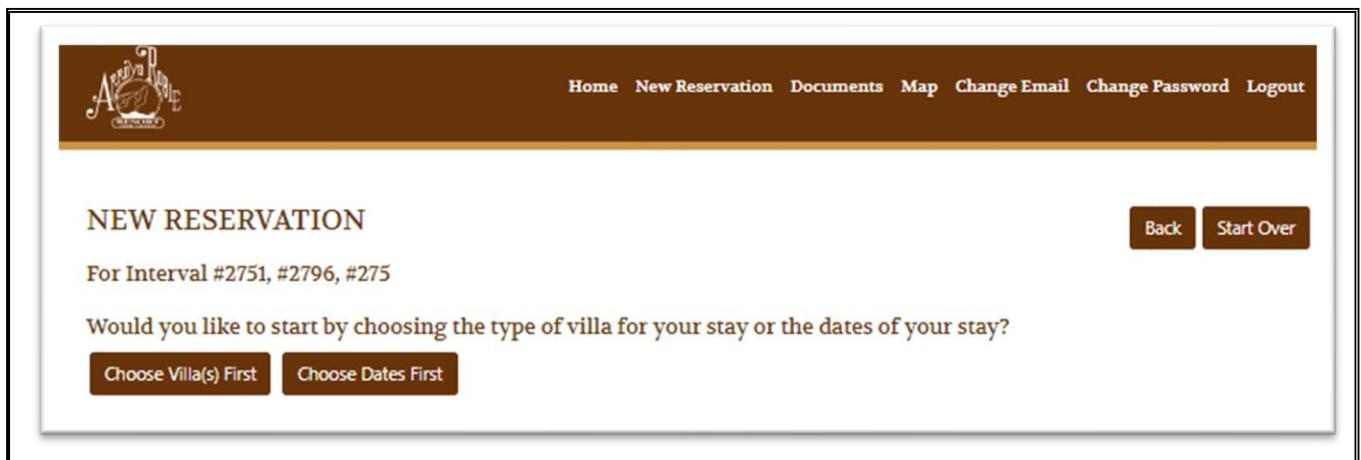
Choose the interval you'd like to use for a new reservation:

Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
Choose <input checked="" type="checkbox"/> #2751	2 left	7 days	1 left	2 left	7 days	1 left
Choose <input checked="" type="checkbox"/> #2796	2 left	14 days	1 left	2 left	7 days	1 left
Choose <input checked="" type="checkbox"/> #275	2 left	7 days	1 left	2 left	7 days	1 left

Choose Selected to use multiple contracts

For reservations of more than seven nights, please call.

Check all three Intervals and Choose Selected.



Home New Reservation Documents Map Change Email Change Password Logout

### NEW RESERVATION

Back Start Over

For Interval #2751, #2796, #275

Would you like to start by choosing the type of villa for your stay or the dates of your stay?

Choose Villa(s) First Choose Dates First

Next, since I want us all to be together, Choose Villas First



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

A screenshot of the Arroyo Roble Resort online reservation system. The page has a dark brown header with the resort logo on the left and navigation links: Home, New Reservation, Documents, Map, Change Email, Change Password, and Logout. Below the header, the main content area is white. At the top left of this area is the text 'NEW RESERVATION' and two buttons: 'Back' and 'Start Over'. Below this is the text 'For Interval #2751, #2796, #275'. There are two buttons: 'Use Filters' and 'Use Map'. Below these is a section titled 'Select a villa or villas using the filters below...'. This section contains three dropdown menus: 'Filter by area:' with 'Old Creekside' selected, 'Filter by level:' with 'Any level' selected, and 'Choose a villa:' with 'Any unit' selected. At the bottom left of this section is a button labeled 'Select Villa(s)'.

NEW RESERVATION [Back](#) [Start Over](#)

For Interval #2751, #2796, #275

[Use Filters](#) [Use Map](#)

Select a villa or villas using the filters below...

Filter by area: Old Creekside ▼

Filter by level: Any level ▼

Choose a villa: Any unit ▼

[Select Villa\(s\)](#)

And Area – Old Creekside

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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

Home New Reservation Documents Map Change Email Change Password Logout

### NEW RESERVATION

Back Start Over

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

September 2024 - October 2024 ◀ Today ▶

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

Check in: Sunday, September 1, 2024

Check out: Sunday, September 8, 2024

Continue Clear Dates

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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

**NEW RESERVATION**

For Interval #2751, #2796, #275

Check in: Sunday, September 1, 2024  
Check out: Sunday, September 8, 2024

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:** There is nothing available for Sunday, September 1, 2024 - Sunday, September 8, 2024

**Other dates:** Other possible reservations within that date range...

**Choose**  Villa #1103, Two Level, Sunday, September 1, 2024 - Friday, September 6, 2024

**Choose**  Villa #1114, Two Level, Sunday, September 1, 2024 - Friday, September 6, 2024

**Choose**  Villa #1115, Two Level, Wednesday, September 4, 2024 - Thursday, September 5, 2024

**Choose**  Villa #1116, Two Level, Wednesday, September 4, 2024 - Sunday, September 8, 2024

**Choose Selected**

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 9<sup>th</sup> to Saturday February 15<sup>th</sup> with Check out on Sunday, February 16, 2025.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### 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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### 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.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

**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.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

**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.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual



### 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](mailto: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	<a href="#">Cancel</a>
#117945	2751	1104	6/15/2025	6/22/2025	<a href="#">Cancel</a>
#117946	2796	1105	6/15/2025	6/22/2025	<a href="#">Cancel</a>

### RECENT PAST AND CANCELED RESERVATIONS

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



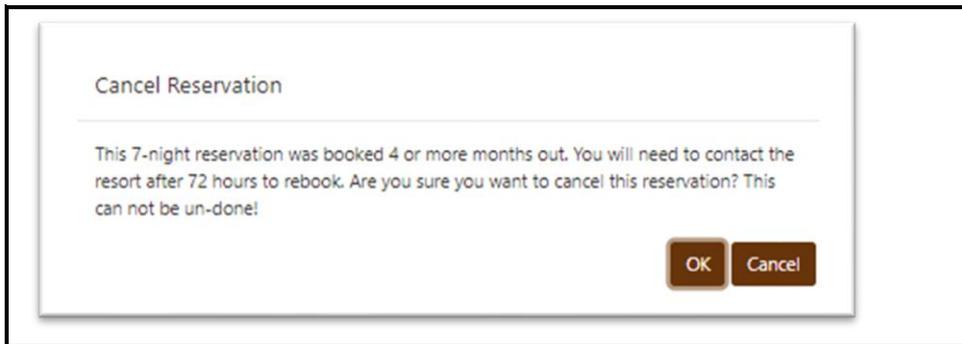


## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

### HOW TO CANCEL A RESERVATION

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:



### CHANGING OR CANCELING RESERVATIONS RULES – (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 72 hours 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



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual



### ONLINE RESERVATIONS

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- 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

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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](mailto:ownerservices@arroyoroble.com).

### INTERVALS

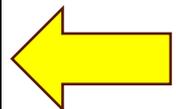
Interval	Remaining 2024			Remaining 2025		
	Reservations	Days	Weekend	Reservations	Days	Weekend
#2751	2 left	7 days	1 left	2 left	7 days	1 left
#2796	2 left	14 days	1 left	2 left	7 days	1 left
#275	2 left	7 days	1 left	2 left	7 days	1 left

### 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





## **2024 Arroyo Roble Resort – Online Reservation System – User Manual**

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](mailto:res@arroyoroble.com) and provide your Name, Interval Number, and Phone number, or call 928-282-7777 extension 1122 and leave a detailed message.



## 2024 Arroyo Roble Resort – Online Reservation System – User Manual

# NOTES