



May 2020

Dear Marriott's Oceana Palms Owner:

Daily activity dramatically changed as a result of COVID-19 and our new routine could be the norm for quite some time. Some of you made it to your home at Oceana Palms before travel was further restricted and some will hopefully find time to visit when normality returns to our lives once again. Wherever you find yourselves today, please know that we are thinking of you and we look forward to welcoming you back very soon. It is with a heavy heart I report that Oceana Palms declined to zero percent occupancy the day before Easter; however, I expect to see arrivals pick up as stay-at-home orders are lifted state-to-state. Oceana Palms team members remain committed and are excited to bring your property back to life when business returns in the months ahead - and it will! Please know the team is focused on preparations for your return, from staff training to preventative maintenance and deep cleaning projects. We will keep you informed as things progress. If we can do anything for you during the next few weeks, do let us know. I wish you and your family good health.

Despite the trying times that COVID-19 has brought upon us all, I am excited to share with you our 2020 Newsletter. In this edition, I will share our 2019 Owner and Guest Satisfaction Survey results, an update on the Amrit Ocean Residences construction project to our south, an overview of 2020 upgrades and exciting future projects.

Owner and Guest Satisfaction

2019 ended on a great note! Our Overall Owner Satisfaction score was 92.0%, which is 0.5% higher than 2018. Our Overall Guest Satisfaction score was 91.8% at year-end, 1.4% higher than 2018. Despite some negative impact due to construction next door, I am pleased to say our service indexes remain world class at 95% and above in front office and housekeeping, and over 90% in many other departments. These scores resulted in Oceana Palms receiving the distinction once again in 2019 as a "World Class" resort in the Marriott Vacation Club portfolio. We thank you for your continued feedback on our Guest Satisfaction Survey.

Please remember to complete the online Guest Satisfaction Survey after each vacation with us – your input allows us to personalize and improve our services. We want to know exactly how we made a positive impression, and what we can do to make your visit even more memorable. Most of all, we use your comments to constantly improve our operation and processes. Of course, if you are at the resort, I encourage you to make us aware of anything we can do to make your vacation more enjoyable! Another great way to give your feedback is at our weekly Owners' Forum. At the Owners' Forum, resort and refurbishment updates are shared, as well as, updates on Amrit Ocean Residences construction. Our Owners also have the opportunity to receive updates on seasonally based initiatives and Children's Miracle Network activities and contributions.

In conjunction with your Guest Satisfaction Survey, your resort associates are rewarded for creating memorable vacation experiences. When you complete a Guest Satisfaction Survey and mention an associate who created a great experience for you, they receive a "Way to Go!" award. In 2019, our associates were recognized by name 625 times, which is about 60% of the surveys submitted! Each year Marriott Vacations Worldwide recognizes any associate who receives milestone "Way to Go" mentions. We are proud to announce Ben C., as many of you got to know as "the pool towel guy", received over 100 Way to Go mentions in 2019. We truly thank you for your loyal and committed feedback.

2020 Upgrades

2020 is a very important year for enhancements to Oceana Palms. We understand that our Owners enjoy seeing enhancements each time they return for vacation. January 15, 2020 was the 10-year birthday of the Sunrise Tower! Therefore, we are completing several significant renovations to the Sunrise Tower this year, to include

new lobby paint, artwork, furniture and carpet. In the Sunrise villas, the 10-year renovation will include new corridor carpet, paint and artwork. Each villa will receive a full refresh, to include new appliances, carpet, paint, furniture throughout and new balcony furniture. We will take this time as well to implement some of the ideas Owners have suggested, such as refinished cabinetry, enhanced lighting and additional charging outlets for your electronic devices. The renovation also includes a refresh of the Board Room, as well as a significant renovation for both pools, which will include a re-surface, tile upgrade, restoration of coping and new pool deck furniture throughout. We are extremely excited about the 2020 World Cinema upgrade in every villa of both Sunrise and Sunset Towers that provides you the capability to log-in with your personal account and utilize many Smart TV applications, such as Netflix and Hulu. Additionally, we continue to undergo survey work to take advantage of technology that will allow you to enjoy improved cellular coverage while vacationing at Oceana Palms.

If you vacationed in 2019, we hope you enjoyed the new and improved beach equipment, with significantly improved complimentary beach chairs, complimentary lounge furniture and hammocks, and a variety of beach games to enjoy. When you vacation next, we hope you choose to leave the beach umbrellas at home, as we offer beach services for umbrellas, cabanas, and day beds for a nominal fee. We will continue to offer enhanced food and beverage options that you can enjoy on our Turtle's Nest. As always, we appreciate your patience between March 1 – October 31 as we observe Turtle Nesting Season, which greatly impacts our ability to control seaweed as well as significantly reduces the lighting around Oceana Palms. One of the topics I am very excited to tell you about is the continued work on our pool deck expansion. We continue to actively complete due diligence with hopes that by Summer 2021 our Oceana Palm's Owners can enjoy more seating and sunlight, especially during the winter months.

Pre-Arrival Requests

Please remember to complete and return the Pre-Arrival questionnaire emailed to you prior to your arrival as it will help us prepare for your vacation. To ensure satisfaction in villa assignment, our Front Office team will attempt to reach you directly to discuss your villa placement. During this conversation, whether by email or phone, they will discuss different options available for your stay that meet your requests as closely as possible. Additionally, we will utilize this opportunity to communicate with you any changes in activities or policy at Oceana Palms. Our goal is to provide you with the most updated information and do our very best to personalize your stay. We look forward to welcoming you home on your next vacation!

Children's Miracle Network

Each year the resort hosts and participates in events to raise money for Children's Miracle Network (CMN), and more specifically Shand's Hospital in Gainesville and Arnold Palmer Hospital in Orlando and our local Children's Hospitals in West Palm Beach. Money is raised a variety of ways, from the sale of wristbands at check-in, Treadmill Challenge, donations to our "Hero Wall", participation in local sporting events, hosting the Torch Relay for CMN Hospitals event and weekly events such as 5K walk and "Golf with the GM." Through these many events, we surpassed our goal of \$25,000 and raised over \$31,000 in 2019! Thanks to your donations, Oceana Palms finished in 1st Place in the Florida/Caribbean Region in total fundraising per unit week at .60 cents per unit week.

Amrit Ocean Residences Resort and Spa

As many of you have seen or heard, the construction project to our south is well underway. The project broke ground in early 2018, and in less than a year erected both towers by mid-December of 2018. Progress continued in 2019 with the goal being to complete by year end and begin occupying in first quarter 2020. As of May 2020, the project has less than 40% units sold and is 80% built. When increased sales volume of units takes place, our team will have the ability to work with an Operations team to begin discussing the transition to occupied units. We will ascertain if any benefits exist for Oceana Palms Owners, specifically as it relates to parking, restaurant and spa usage. Our team is sending robust pre-arrival communication to our Owners as well as keeping active pictures of the project so all Owners can understand what current state of villa view exists. While it is difficult to lose views of the Palm Beach Inlet, we are optimistic that every Owner will still be able to see either the Palm Beach Intracoastal or the Atlantic Ocean. Noise and debris continue to decrease; however, increased shading on the pool deck is the primary influence, specifically in the winter months of Daylight Savings Time. Rest assured, our team is here to take phenomenal care of you and your family despite the neighbor's efforts, and we are confident that you will greatly enjoy the resort experience of Oceana Palms.

Please Update your Email Address

Please add or update your email address at www.marriottvacationclub.com. After logging in, select “My Account,” click on “Profile,” then “Account Details,” and then “Edit Account Details” to enter your information. You may also contact Owner Services at 800-845-4226 to update your information.

Opportunity to Serve on the Board of Directors

At the 2020 Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit a [Volunteer Form](#) to the Association. The Volunteer Forms will be available beginning May 29, 2020 and must be submitted by July 3, 2020.

To access the form, click on the Volunteer Form link in this letter and you will be directed to MarriottVacationClub.com where you will be prompted to log in using your MarriottVacationClub.com Username and Password. If you do not have an account, click “Create a New Account.” If you have an account and encounter challenges logging in, click “Forgot Username or Password” on the website. For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

A Volunteer Form can also be obtained by contacting Heather Smith, Executive Assistant, by phone at 561-227-3608 or via email at heather.smith@vacationclub.com.

The Board of Directors typically hold two meetings a year at the resort, one of which is held in the Spring and one held in the Fall. Between meetings, members of the Board work on Association business and share information via email and conference calls; additional Board Meetings and Committee Meetings are held as needed. Please ensure you have time to commit before volunteering.

Please note your current Board of Directors:

Sally Rich – President

Ann Huffty – Vice President

Ronald Ellis – Secretary/Treasurer

Diana Tarpoff – Director

On behalf of the Oceana Palms team, we look forward to welcoming you “back home”!

Sincerely,

Andrew Mitchell

General Manager

Marriott’s Oceana Palms

Message from the Board of Directors

Hello fellow owners! We hope this newsletter finds you and your family well and ready for Spring!

As Board of Director members, we strive to represent you, the Owners, in the best way possible with our top priority being to make your vacation experience outstanding. Thank you for your suggestions and feedback while vacationing at the resort. Your input and support are so critical in helping to drive decisions and initiatives for Oceana Palms.

Annually, the Oceana Palms team and the Board work through the next year's maintenance fee discussions and finalization. During that process the collective group strives to minimize the maintenance fees increases while ensuring the property is maintained and your vacation experience is "World Class." We are committed to managing the year-over-year increases to less than industry averages.

We also want to recognize the tireless efforts of Andy and his team in their hospitality at your home away from home. The Board is so thankful and appreciative of the wonderful team at Oceana Palms. They really do make all the difference!!

Enjoy your time at Oceana Palms. Should you wish to contact the Board, you may email us at mvcibop@vacationclub.com. Please allow 24-48 hours for response time as this mailbox is not monitored daily.

Sally Rich

President

Oceana Palms Condominium Association