

December 23, 2019

Dear Marriott's Aruba Ocean Club Owner,

It is my pleasure to introduce you to the [Holiday 2019 General Manager Newsletter](#)! In this issue, you'll learn about the latest developments of the villa renovation, as well as providing you with some important reminders.

Please contact me with any questions or clarifications by email at Pedro.Vargas@marriott.com or by phone at 011 (297) 520-6088.

Warm regards,

Pedro Vargas

General Manager

Marriott's Aruba Ocean Club



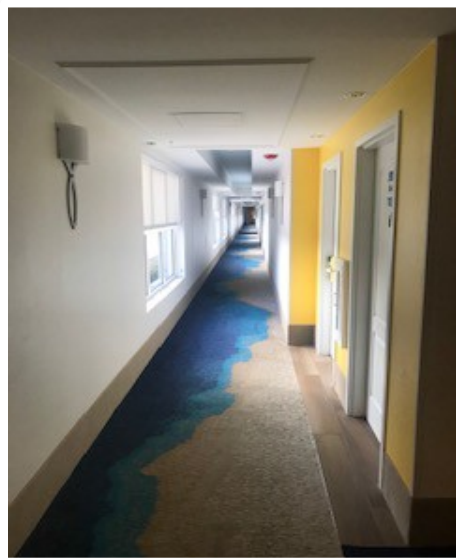
Dear Owner:

Happy Holidays to you and your loved ones! On behalf of the management team and resort associates, we wish you the best during this holiday season and throughout 2020. We are truly honored to be part of the Marriott's Aruba Ocean Club family and to ensure your "home away from home" is always well maintained and continuously upgraded for your enjoyment.

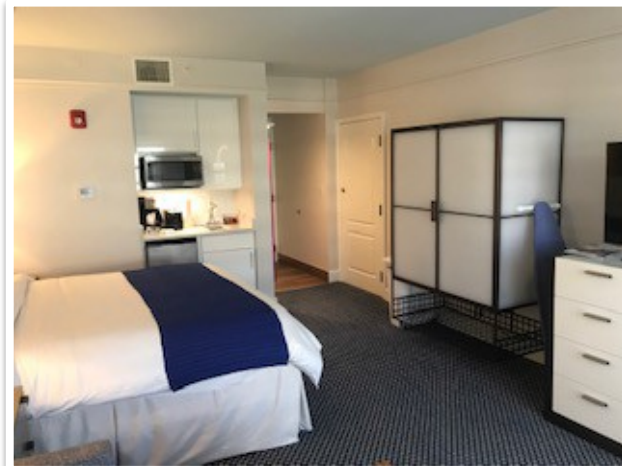
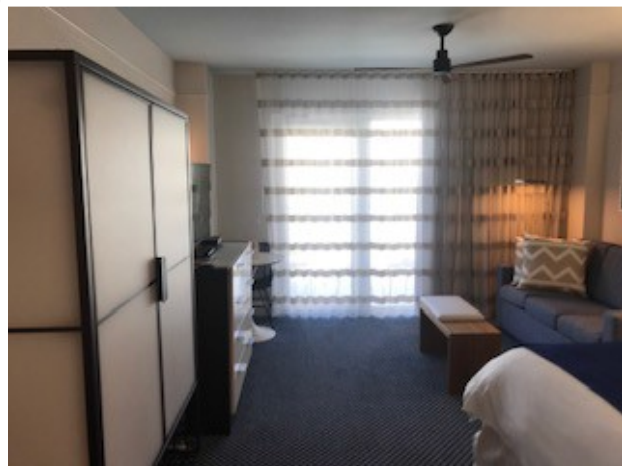
Room Renovation Update

We are pleased to announce the room renovation project for floors 3, 4, 5 and 6 was completed on November 30, 2019; a total of 212 villas and the corridors were renovated. The remaining 99 villas and corridors on floors 1 and 2 have not yet undergone renovation. This renovation is scheduled to begin on August 7, 2020, with a projected completion date of November 30, 2020. During this project, Owners and guests will experience demolition-related noise. Please keep this in mind if you are planning your 2020 vacation over the above-mentioned dates. While we will do our very best to keep noise to a minimum, we realize the project may impact the quietness and tranquility of the resort. We apologize in advance for any inconvenience and thank you for your understanding. If you are not personally staying at the resort, and instead you have guests or family members staying in your villa, kindly inform them about this project in order to avoid any disappointment. Our team is ready to provide the personalized service you and your guests have come to expect, and we will do our utmost to ensure operations continue to run as smooth as possible. Please note there will be no construction or renovation work on the pool deck or public areas.

Owners who have a reservation(s) during the renovation timeframe will receive an email prior to arrival with a reminder of the renovation.



The pictures above and on the following page highlight the renovation.



Lobby Decoration

In preparation for the holiday season, our award-winning lobby is decorated with an arrangement of holiday colors, ornaments and plants. The arrival experience is complimented with a pine scent and holiday music to welcome Owners and guests and set the mood for the holiday spirit in a Caribbean setting.



New Bell Carts

During Thanksgiving week, we surprised our Bellmen with brand new bell carts, a board-approved expense. The sleek design, stainless steel–chrome finish and pneumatic wheels, help facilitate our friendly and hardworking bell staff complete their tasks.



2020 Annual Meeting

The upcoming 2020 Annual Meeting will be held on May 15, 2020. Be on the lookout for your Notice of Annual Meeting mailing to arrive in the mail. Included with the Notice of Annual Meeting are the meeting Agenda, candidate profiles of the A-Member candidates for election to one seat to the Board of Directors, Annual Meeting rules, Limited Proxy and submission method for your Limited Proxy. Whether or not you plan to attend the Annual Meeting, you are encouraged to submit your Limited Proxy promptly. If the quorum of 25% of the voting interest is not timely achieved, the Association will incur additional expense to re-notice Owners in order to obtain the votes required to hold the Annual Meeting. Your vote and participation are important to the Association.

Friendly Reminders

Pet Policy

Except for hearing and/or seeing eye dogs as may be required by an Owner or guest, no other pet of any kind may be kept or harbored in the villa or on the resort property without prior written consent of the Board's designated manager. Inquiries of this kind must be submitted via email to lissette.bouwman@marriott.com at least 60 days prior to your arrival for proper consideration.

Owner Services – online or by phone

There is a multitude of things you can do by logging on to marriottvacationclub.com, such as:

- Update your personal information, including email address
- Explore destinations
- Book your vacation or modify your reservation
- Understand how Vacation Club points work
- Purchase travel insurance and request assistance

Or you may also contact Owner Services at 888-682-4862.

Your opinion truly guides everything we do, and we would love to hear from you. Your input allows us to provide the kind of personalized service you've come to expect. Please remember to complete the online Guest Satisfaction Survey after your stay. We want to know exactly how we made a positive impression, and what can be done to make your visit even more memorable. Your feedback allows us to recognize and reward associates who go above and beyond to ensure your satisfaction. Most of all, your comments are used to constantly improve our operations to continue delivering unforgettable experiences that make your vacation dreams come true.

We can't wait for you to see – and enjoy – the exciting developments awaiting you at Marriott's Aruba Ocean Club.

My warmest regards,

A handwritten signature in blue ink, appearing to read 'Pedro Vargas', written in a cursive style.

Pedro Vargas

General Manager
Marriott's Aruba Ocean Club

