



Summer 2018

Dear Marriott's Aruba Surf Club Owner,

Greetings from your "Home away from Home" in Aruba! It is my pleasure to provide you with an update on what the Resort Operations Team at Marriott's Aruba Surf Club have accomplished during the last six months and what we are looking forward to for the remainder of 2018. Our team is excited for the major renovations in the Spyglass Tower, beginning with the façade renovation which is currently ongoing, as well as the hard goods renovation which will start at the end of August.

### **Resort Enhancements**

We are pleased to share highlights of completed resort projects:

#### *Renovation of the Internet Kiosks*

Even though nowadays many of our Owners and guests are traveling with their own devices, the internet kiosks have proven to be well utilized over the past years. Therefore, it was imperative to bring this area up to date with new iMac computers, a new printer and change in furniture. As we wanted to brighten up this area, we decided on light colors for the walls, as well as for the furniture pieces. To complete this fresh look, the chairs will be replaced, and a new book cabinet is being custom made, to match the existing furniture pieces.



#### *Matey's Hall and Kid's Playground Area*

During the first quarter of 2018, additional sail shades were installed in front of Matey's Hall in order to provide additional shade to our young Owners and guests. Together with a new color scheme, Matey's Hall playground area looks fresh and better suited within its surroundings. The Barnacle Bob's Playground area by Lighthouse Tower was also renovated and features new toys and a spacious layout with additional layers of white sand for the enjoyment of our younger Owners and guests.



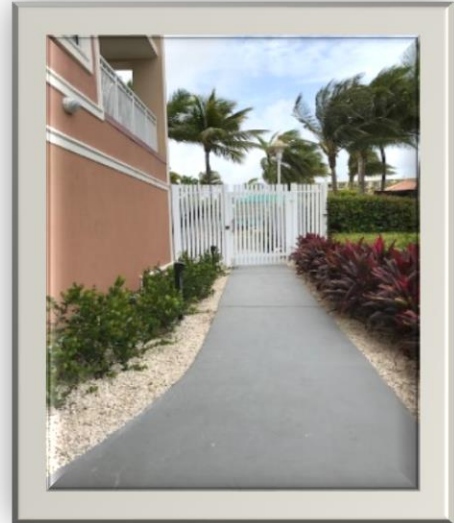


#### *Lights for the Barbeque Grills*

The barbeque grills are well utilized by our Owners and guests and to further enhance your barbeque experience, LED light fixtures were installed right above the grills. We are confident that your experience with these grills during the evening hours will be a more enjoyable one.

#### *New Bathroom Facilities and Walkway by Serenity Pool*

During the last quarter of 2017, a new bathroom facility was constructed by Lighthouse Tower; the area is fully air conditioned and its location allows easy access to and from the Serenity Pool and the beach. During the first quarter of 2018, a walkway with a key activated gate to access the Serenity Pool was also added.



#### *New Activities Area at the Lighthouse Building*

The existing gazebo at the second floor of the Lighthouse Building was revamped to accommodate the new activities area; the entire decking was replaced with a high-resistant flooring that provides the perfect setting for clubTHRIVE® events, art and crafts and Bingo. New signage and stainless-steel furniture was added as well.

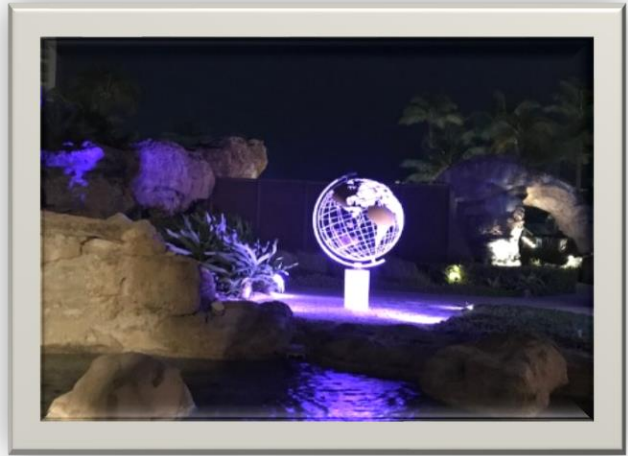


#### *Signage Project Completion*

Since the signage project started last year, we have received many positive comments on the contemporary design. The new signs are fresh and modern looking and in line with what lays ahead regarding further updates in décor for Aruba Surf Club.

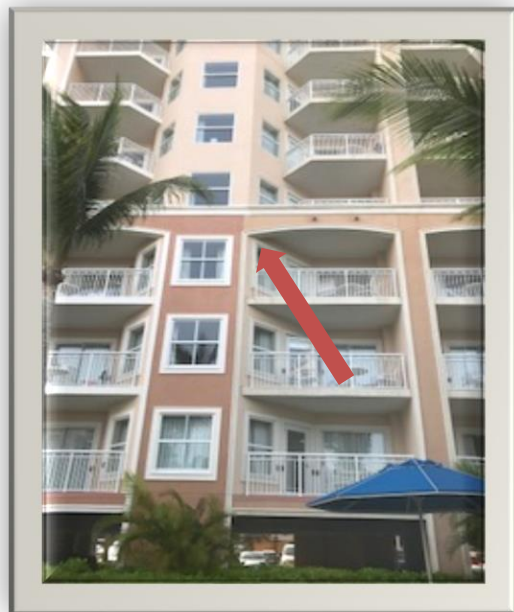
*Signature Piece for Picture Taking*

To further enhance the sense of arrival for our Owners and guests, we have replaced our signature piece. Its new location is becoming a “must do” picture opportunity for our visitor and a wonderful memory-making spot during your vacation.



*Façade Renovation Update*

During the month of June, renovation of the Spyglass Tower facade began. This scope of work includes washing, painting and water-proofing the exterior of the building. This process will ensure color and paint will last another 10 years. In 2015, Lighthouse Tower received the same work and in 2016, Compass Tower was completed. See the new paint finishing on the left of the picture.



**Community Service**

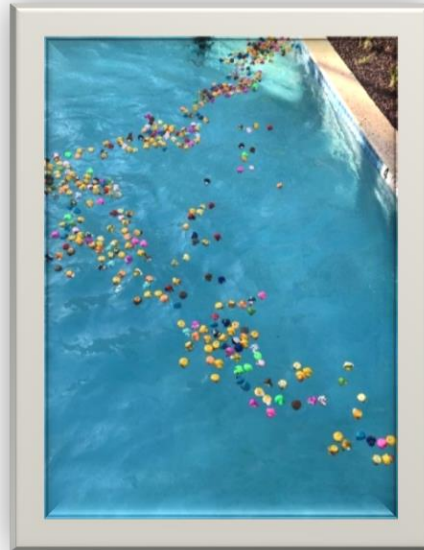
*Sgt. Pepper's Friends*

Since the Aruba Marriott complex is a great part of our community with almost 1,300 associates over the three properties, it is crucial for us to fulfill one of our core values by giving back to our community whenever we can. During the month of February, we partnered with Sgt. Pepper's Friends, a non-profit animal rescue organization founded and located in Aruba. The foundation finds the most suitable family for each individual dog or cat. We have placed collection boxes at each Front Desk on the complex to assist with fundraising.



*Stimami Sterilisami*

Stimami Sterilisami is a foundation that assists with the cost of neutering and spaying dogs and cats in Aruba in an effort to decrease the number of stray dogs and cats. We are proud to have partnered with them in April, May and June. As a Complex, we organized three major activities to raise funds for this cause: a Dog Walk, a Flea Market and a Duck Race. We are proud to inform you that as a result of these events, an amazing sum of 25,000.00 AWG was raised for this great cause. For the time being, the Marketplace, will continue to sell pet bandanas with the logo of the foundation.



*EPB School*

During the yearly Associate Appreciation Week in May, the Marriott Complex joined The Ritz-Carlton, Aruba to complete a community project to renovate a gym for the EPB School in Santa Cruz. The gym needed a new coat of paint for the ceiling, walls and furniture, as well as new toilets and sinks for the changing rooms. This transformation brought great joy to the youth who attends the school.



## Recognition

Aruba Surf Club received the following prestigious awards from Marriott Vacations Worldwide, recognizing the entire Aruba Surf Club team's commitment to Owners and guests:

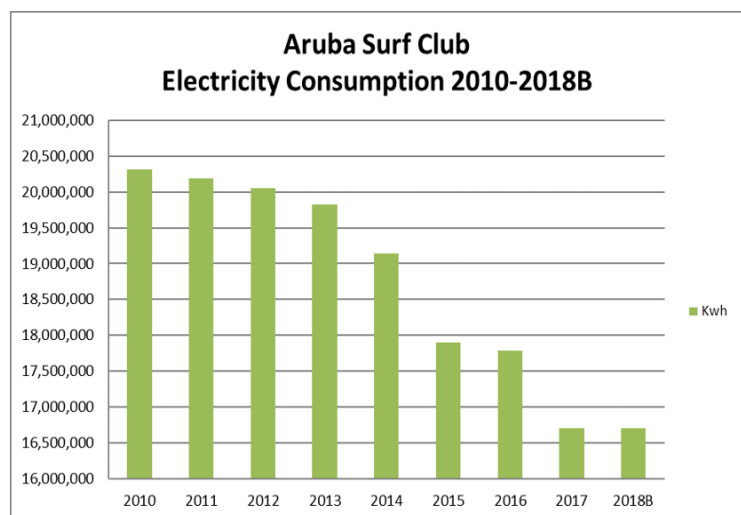
- 2017 Regional Excellence Pinnacle Award for Breakthrough GSS (Guest Satisfaction Survey score)
- 2017 Regional Team Excellence Pinnacle Award for Way to Go Top Team
- 2017 Pinnacle Award for Outstanding Pool Bar Performance – Captain's Galley
- 2017 Award for World Class Resort



## Energy Conservation Updates

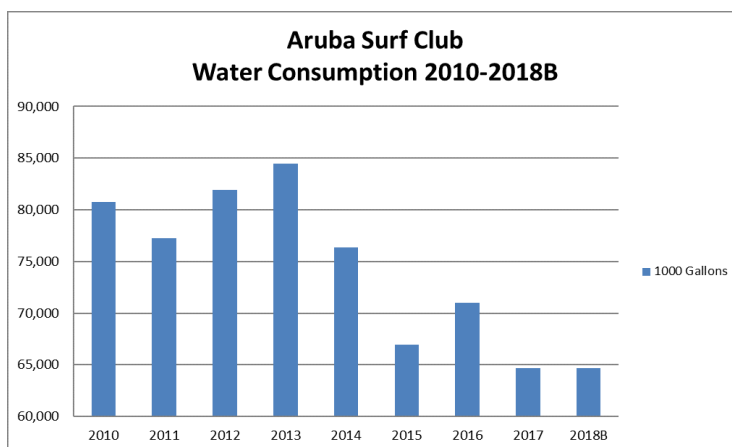
As you may know, there have been several energy conservation initiatives implemented over recent years. Highlights of the Board of Directors' approved energy conservation projects completed include:

- Installation of Variable Frequency Drives (“VFDs”) on all motors of pool pumps and domestic water plant motors
- Replacement of all lightbulbs to LED in the parking lot and grounds
- Installation of Smart thermostats in all villas
- Installation of higher efficiency air-conditioning units with lower energy consumption
- Replacement of the cooling towers with higher efficiency ones



In general, the combined energy conservation efforts will continue to yield positive results in 2018. In our constant quest to implement green initiatives and improve energy-efficient projects, we kindly ask your cooperation in helping us control utility costs by:

- Closing the balcony doors at all times
- Turning off lights when leaving the villa
- Turning off appliances if not in use
- Always using cold water in the washing machine rinse cycle
- Fully loading dishwasher and washer/dryer when possible, using optimal quantity of water
- Limiting change of towels



## Local Updates

### *Taxes*

After the Aruban general elections in September 2017, a new government is in office and announcements were made regarding the new tax policy. Certain changes will have a direct impact as follows: the BBO and BAZV (local sales taxes) has increased from 3.5% to a total 6.0% as of July 1, 2018.

### *Beach Policy Update*

There has been a recent change on how and where beach lounges are to be kept at the end of the day: the policy requires that no beach lounges be left at the palapas at the end of day, instead they are to be stacked nearby. Any further changes will be communicated in future newsletters.

## Board of Directors Updates

### *Board of Directors*

During the Annual Meeting which took place on May 17, Owners voted to elect two (2) A-Members and one (1) B-Member to the Board. Kirk Brannock and Marcus O'Leary were re-elected and a new Board Member, William Brown, was elected to the Board. We extend a warm welcome to Mr. Brown and wish him success. At the same time, we wish to extend a thank you to our exiting Board Member, Brian Saggiomo, for his support during his three-year term.

Your current Board of Directors is as follows:

Linda Forehand, President  
 Robert (Bob) Bandel, Vice President  
 Bill Brown, Secretary  
 Kirk Brannock, Treasurer  
 Marcus O'Leary, Director

Your current Board of Appeals is as follows:

John Albert  
 Sheldon P. Holzman  
 Bill Whelihan

### *Future Board of Directors Meeting and Annual Owners Meeting Dates*

- Board of Directors Meeting – Wednesday, October 11, 2018
- Board of Directors Meeting – Wednesday, May 15, 2019
- Annual Owners Meeting – Thursday, May 16, 2019

## 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 as stated in the Bylaws of Aruba Surf Club Cooperative Association. Service dogs/pets are trained to perform tasks for a person with a disability and are the only pets allowed on property.

*Owner Services – On-line or by Phone*

There is a multitude of things you can do by logging on to [marriottvacationclub.com](http://marriottvacationclub.com)

- Update your personal information, including email address
- Explore destinations
- Book your vacation
- Modify your reservation
- Understand how Vacation Club points work
- Travel Insurance and assistance

If you need additional assistance, contact Owner Services at 888-682-4862 to speak with a representative.

**Final Notes**

Your opinion truly guides everything we do, and we would love to hear from you. We can only provide the kind of personalized service you've come to expect from us with your continuous input. Please remember to complete the online Guest Satisfaction Survey after your stay with us. We want to know exactly how we made a positive impression, and what we can do to make your visit even more memorable. We also want to recognize and reward our associates when they go above and beyond to ensure your satisfaction. Most of all, we use your comments to constantly improve our operation, so we can continue to deliver 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 Surf Club.

My warmest regards,

*Joop Bangma*

General Manager

Marriott's Aruba Surf Club

This page intentionally left blank