

August 5, 2019

Dear Marriott's Aruba Surf Club Owner,

It is my pleasure to present the latest [Newsletter](#) from Marriott's Aruba Surf Club.

If you have any questions, please contact me by telephone at 011-297-520- 6932 or by email via my Executive Administrative Assistant, Jenny Boekhoudt, at jenny.boekhoudt@marriott-hotels.com.

Sincerely,

Joop Bangma

General Manager

Marriott's Aruba Surf Club



Summer 2019 Newsletter

Dear Marriott's Aruba Surf Club Owner,

Greetings from your "Home away from Home" in Aruba!

I am excited to share the accomplishments of the last six months and provide you with the outlook for the remainder of 2019. In a few weeks, the 15-year renovation of the Lighthouse Tower will commence. Work is scheduled to begin August 23, 2019, with an estimated completion date of November 23, 2019.

RESORT ENHANCEMENTS

Several resort enhancement projects have been completed. Highlights include:

Fitness Center

We have received many requests to add additional cardio equipment to the gym. We are pleased to share new spin bikes, stair climbers and a rowing machine were added.

Pool Chairs

Pool chairs are currently being replaced. The new chairs are more comfortable and are slightly higher than the previous model.

Compass Lounge

The furniture at Compass Lounge has been replaced and new furniture includes high tables and chairs. The new furniture adds a more contemporary feel. The Compass Lounge is a perfect place for an afternoon quick bite or evening cocktail.

ASSOCIATE SPOTLIGHT

We are proud of the associates who make an impact on our daily operations. Many of you would have been touched or delighted in some way by our superstars working around the pool from the Safety & Security department. In previous months, these individuals supported the operation via a contracted company. Due to their performance, we have hired them as part of the Aruba Surf Club family!

Marriott Vacation Club celebrates associates who deliver exceptional service with a recognition program called "Way to Go!" Associates receiving over 200 Way to Go mentions from owners and guests are invited to a company celebration in Orlando, Florida. We were extremely proud that four of our associates, Jasmin Maduro (Rooms Division), John van der Linden (Pre-Arrival), Helen Bonsink (Captain's Galley) and Shawn Dunkley (Bell Stand) were invited to attend the event. We are proud of their dedication to deliver unforgettable vacation experiences.

SPIRIT TO SERVE

As part of our caring culture, we consider it our duty to give back to our communities. In June, we participated in the AHATA Coastal Cleanup, where our team gathered bags of debris and garbage from the coastal area of Alto Vista.

To build road safety awareness for cyclists, our team participated in a 12-hour bike-a-thon in May. Our cycle team successfully completed the race with pride!

During the last week of June, many of our associates volunteered to assist the Aruba Swimming Organization with timekeeping of a swimming competition, which allowed parents of participating children to focus on supporting and coaching their children. This collaboration demonstrated our commitment and care to the sporting community of Aruba.

FOOD & BEVERAGE UPDATES

Captain's Galley

Captain's Galley opens daily for breakfast, lunch and dinner. We offer a daily breakfast buffet, an a la carte menu for each meal period and Themed Buffets on Friday, Saturday and Sunday from 5:30 pm to 9:00 pm.

- Friday - Seafood Buffet
- Saturday – "Carnaval" Buffet
- Sunday – Roast BBQ Buffet

Please contact our At Your Service Department for more information about any of these events.

Marketplace

We now offer delicious gelato. Be sure to try our freshly made waffle cones as well.

UPCOMING PROJECTS

July

- Replaced bridge railings at Lazy River Outdoor Pool and porte-cochère

August

- Renovation of Lighthouse Tower commences
- Refresh of back wall décor at Captain's Galley
- Additional furniture to be added to Compass Lounge

Fourth Quarter 2019

- Installation of new flooring in the gym and yoga room
- Installation of upgraded strength equipment in the gym
- Upgrade to public restrooms
- Refresh of walls at Matey's Hall

LOCAL UPDATES

Taxes

Aruba taxes have been changed since the September 2017 election. Certain changes have taken effect as follows: as of July 1, 2018 the BBO and BAZV (local sales taxes) increased from 3.5% to 6.0%, and as of January 2019 a Sin Tax of \$6 per liter for liquor and wine was implemented.

Boardwalk at Malmok

The minister of tourism confirmed construction of a new boardwalk for the Malmok residential area. The boardwalk project started in March 2019 and will be carried out in two phases. The first phase should be completed by December 2019. First phase includes construction from Arashi to Malmok where hardwood and

pavers will be installed at the boardwalk. Light reflectors will also be installed to separate oncoming traffic and pedestrians. A small wall will be built alongside the boardwalk to prevent loggerhead sea turtles from reaching the road from the beach. This project will further enhance the vacation experience for those who enjoy this route for their early power walks and runs.

New Baggage System at Aruba Airport – Queen Beatrix International Airport

The Aruba Airport Authority has signed a \$33 million agreement with BEUMER Group for the design and installation of a new high-speed baggage transportation and sortation system. The new system will include a screening and weight identification system and will streamline the U.S. preclearance process at the Aruba Airport. It will also eliminate the requirement to reclaim checked luggage and undergo the second passenger screening process, which will significantly improve the traveling experience for U.S. residents.

Plastic Awareness

The government of Aruba has focused on ensuring the island becomes more environmentally conscious. Plastic bags have been banned from the island for the past two years. In addition, the government announced that as of January 2020 they will enforce the usage of recycled and biodegradable packaging for meals.

As a complex, plastic straws have been removed and biodegradable straws are available upon request. In April, Captain's Galley introduced durable cups which will help eliminate plastic cup usage.

Government Beach Policy Update

The government Beach Policy was introduced in January of 2018. Thus far, the government has been communicating with hotels and resorts regarding the stages of the Beach Policy to be in compliance. The first part was to relocate the areas of the three vendors that are in front of Aruba Surf Club which was completed in December of last year. Significant changes for Aruba Surf Club include relocating the first two lines of palapas to create a safety corridor. We are awaiting the due date to have these moves completed.

BOARD OF DIRECTORS UPDATES

Your current Board of Directors is as follows:

Kirk Brannock, President
Bill Brown, Vice President
Edward Fechner, Secretary
Robert Kirkland, Treasurer
Marcus O'Leary, Director

Your current Board of Appeals is as follows:

John Albert
Ronald Maggiore
Bill Whelihan

The next meeting of the Board of Directors is scheduled for Wednesday, October 9, 2019.

As always, your opinion truly guides everything we do, and we would love to hear from you. 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. 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 cannot 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