

Dear Marriott's Barony Beach Club Owner:

It is my pleasure to present the 2019 Winter Newsletter. In this issue you will learn about the latest developments taking place at your home away from home on Hilton Head Island as well as an opportunity to serve on the Board of Directors.

Best regards,

Eric Priester

General Manager

Marriott's Barony Beach Club



Dear Marriott's Barony Beach Club Owner:

Another year has come to an end, marking the resort's 19th year in operation. 2018 was a great year for the resort - the completion of many successful projects, record-breaking Guest Satisfaction scores, and thousands of vacation dreams came true!

Owner and Guest Satisfaction

In 2018, the resort received the highest Owner and Guest Satisfaction scores in recent history. Overall Satisfaction score for the year was 93.2%. This means more than 93% of Owners and guests scored their experience an eight or higher on a scale of one to 10. Other survey highlights include a Villa Cleanliness score of 96.8% and Service Index score of 94.9%. In 2018, significant improvements were made in the following metrics: Staff Friendliness, Availability of Resort Activities, and the Pool Experience.

Your feedback is important to us. After each vacation, please be sure to complete the online Guest Satisfaction Survey – your feedback allows us to improve and personalize 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. We also want to recognize our associates who go above and beyond to ensure your satisfaction. Most of all, we use your comments to improve our operation, so we can continue to deliver unforgettable experiences that make your vacation dreams come true.

Project Updates

Many impactful projects were completed in 2018 and some equally exciting projects are starting to take shape in 2019. Below are highlights:

- Renovation of the Beach Club was completed in February 2018. The scope of the project included improvements to the lobby, multi-purpose room, Barony Room, the Fitness Center, Indoor Pool, Marketplace Express, and locker rooms. Enhancements included new flooring, marble countertops, refreshed artwork, and more!
- In March 2018, painting of the façade was completed. The color, Sherwin Williams' Concord Buff, is very neutral amongst the beautiful live oaks and famous beaches. Below is a picture of the completed project:



- Upgraded LG LED televisions were installed in Gardenia and Jasmine Buildings, a new fire alarm system was installed, and the air conditioning/dehumidification unit in the Indoor Pool was replaced.
- Heaters were installed at Bleu's Lagoon Pool, located in the Wetlands amenity area on the Gardenside of the property.
- In 2019, a much-needed parking lot expansion project will begin. The expanded parking lot will add approximately 30 spaces between the gatehouse and Beach Club.
- During the early winter months, the outdoor heated pool deck will be replaced.

- Villa enhancements include application of Microguard on the tile floors to better ensure a sanitary surface while protecting the grout and tile. Additionally, an epoxy flooring will be applied to each villa laundry room floor.
- Lastly, the Wi-Fi service throughout the resort will be upgraded; this project will improve service inside the villa and public spaces.

We can't wait to hear what you think of these enhancements!

Resort Experience

Our Food & Fun team has been hard at work creating new events and activities. In 2018, a fun Jamaican themed event – “Jammin’ with the Jamaicans” – was added to celebrate our seasonal Jamaican associates and show off their culinary skills. Owners and guests enjoyed jerk chicken, fried plantains, steel drums, and more! Additionally, the Thursday night Low Country Boil as well as our Welcome Breakfast Waffle Bar were both enhanced. “Meet the Mermaid” with our very own Luna, the Mermaid, “Tie Die with Indigo”, “Floral Arranging” with local produce, and “Campfire Storytelling” are all popular events we hope you’ll participate in during your next vacation. Please be sure to check the Activity Guide while on vacation to make reservations for our most popular events!

2018 Hurricane Season

The 2018 hurricane season was our third active hurricane season in a row, with threats from both Hurricanes Michael and Florence. With the threat of Hurricane Michael, Hilton Head Island was ordered to evacuate and given just over 24 hours to do so. Moments before the evacuation was to take effect, Governor McMaster raised the mandatory evacuation and Marriott’s Barony Beach Club associates raced to reopen the resort. This was no easy feat. We are grateful to have been spared from destruction. Hurricane Florence was less impactful, and the resort remained under a hurricane watch for almost a week before the storm turned North.

New Resort Leaders

Four new leaders have recently joined the resort leadership team: Kylie Klockenga, Matt Manning, Lauren Brundage and Bridget Dailey.

Kylie is our new Front Office Manager and oversees the arrival experience and supports the Front Desk. Kylie was most recently Housekeeping Manager at Marriott’s SurfWatch® and has worked for Marriott Vacations Worldwide for five years. She enjoys living the island life on Hilton Head and cheering on the Kansas State Wildcats.

Lauren, our newest Housekeeping Manager, joins us from Marriott’s Grande Ocean. With both Front Office and Housekeeping experience, Lauren is a great asset to our team. During her free time, Lauren enjoys spending time with her cat, Smitty, and her two dogs, Wilson and Olive, as well as cheering on the New York Mets. Lauren’s most recent vacation was to Walt Disney World to celebrate her sister’s graduation.

Matt joined us in 2018 as Assistant Director of Services. Most recently Matt held the position of Housekeeping Manager at Marriott’s Grande Ocean. Matt has a background in Housekeeping and Activities and is already a vital part of our team. Matt’s most memorable vacation was to atop Poros, one of the many Greek Islands.

Bridget is our new Front Desk Manager. Bridget first joined the team three years ago as a Front Desk associate and quickly moved through Front Desk leadership positions. Bridget is currently attending University of South Carolina Beaufort’s Hospitality School and will graduate in 2020. When she is not greeting Owners and guests in the lobby, Bridget enjoys spending time running, at the beach, and pet sitting for her co-workers. Her favorite vacation spot is Walt Disney World.

Day Pass Update

Beginning January 31, 2019, local Owners who live within a 50-mile radius of the resort will be issued an annual parking decal. The decal will replace the monthly Owner parking pass. Each local Owner will receive two decals per family per year. For more information, please contact our Safety & Security office at 843-342-1780.

As a reminder, Owners are invited to use the amenities and parking facilities at the resort on a space-available basis from 7:00 am to 7:00 pm daily, even if not staying at the resort. To obtain a Day Pass and parking pass, the deeded Owner must be present and show identification. The party is limited to six people per visit. To inquire about the possibility of blackout dates and for a complete list of Day Pass rules please call 843-342-1608.

Maintenance Fee

The 2019 Maintenance Fee of \$1,399.76, which was an overall increase of 4.2% from 2018, was billed at the end of 2018. The increased fee will help fund continuing costs with the H2B Visa Program, labor market wage impacts due to low unemployment in the market, significant and needed improvements in high-speed internet access, and normal cost increases due to strengthening demand of the textile and construction industries, in addition to tariff impacts. Additionally, the budget follows the Association's funding plan for the Reserve for Replacement Fee, with a 3% increase year over year. The Reserve Fund is reviewed by the Board of Directors and Management Team on a rolling 30-year basis with the goal to ensure there is always a positive fund balance, while maintaining or enhancing current product offerings.

2018 Annual Meeting Update

Congratulations to Susan Dickhans, Glenda Sanderson, and Richard Rowe who were elected to serve on the Board of Directors at the November 2, 2018 Annual Meeting. A heart-felt thank you is extended to Mr. Charles "Chuck" Kaiser who completed his tenure as Board President for two terms. The Management Team is grateful for his service and support.

Re-elected to her second term, Mrs. Dickhans and her husband have owned at Marriott's Barony Beach Club for 19 years and also own at Marriott's SurfWatch. Mrs. Dickhans enjoys working with the resort team to ensure "Barony remains the wonderful vacation destination that all Owners enjoy." Mrs. Dickhans professional experience was as a Senior Director of Project Management for Wilton Brands.

Also re-elected to the Board was Glenda Sanderson. In addition to her service on the Board, Mrs. Sanderson has experience serving on the Boards for Marriott's SurfWatch and Marriott's OceanWatch at Grande Dunes®. Mrs. Sanderson's background in customer experience and budget adherence enable her to be an advocate for common Owner desires. Mrs. Sanderson's professional experience includes AVP/Director Global Customer Service & Logistics at the parent company of Jack Daniels.

Richard Rowe was also re-elected for his third term following a brief three-year hiatus. He and his wife have been multi-week Owners at Marriott's Barony Beach Club since 2000. During his previous tenure, amenity upgrades and complex refurbishments were completed on time and under budget. Mr. Rowe brings "bring experience and historical knowledge of challenges in ensuring Marriott properties maintain First Class resort level while also being diligent in holding down costs to Owners." Mr. Rowe's professional experience was as a Director of Environmental Services.

It is with a heavy heart I share the passing of Francis "Buddy" Watson, Board President. We are grateful for his six plus years of volunteer service and the contributions he

made to the resort. A memorial tree was planted next to the Sea Oat Building in Mr. Watson's honor.

Please note your current Board of Directors:

Glenda Sanderson – President

Richard Rowe – Vice President

Alan Raines – Secretary

Susan Dickhans – Treasurer

Stephen Sheridan – Director

Opportunity to Serve on the Board of Directors

At the 2019 Annual Meeting, Owners will elect one member to serve on the Board of Directors. Any Owner desiring to become a candidate for election to the Board of Directors must submit a completed [Volunteer Form](#) to the Association by May 24, 2019.

To access the form, click on the link in this letter and you will be directed to MarriottVacationClub.com where you will be prompted to log in using your MarriottVacationClub.com User Name 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 User Name or Password" on the web site. For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

Volunteer Forms can also be obtained by contacting Mary Caballero, Executive Assistant, by email at mary.caballero@vacationclub.com, or by telephone at 843-342-1602.

The Board looks for a candidate with professional experience that can benefit the many facets of the Owners' association. Please note 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.

Old South Golf Program Terminated

In 1999, Marriott Vacation Club contracted with Old Carolina and Old South Golf Club to provide tee times and discounted golf rates for Owners. This contract ended on December 31, 2018 and Marriott Vacation Club did not renew the contract. Although this program ended, Marriott Vacation Club is working with many golf courses on Hilton Head Island and the Bluffton area to continue to provide discounted rates for Owners and guests. Please check with the Front Desk for current offers.

Golf Central

Are you aware Golf Central offers discounted rates at several area courses? If you are thinking of playing golf while on vacation, please contact Golf Central at 843-686-7105. The team will be happy to answer questions or arrange tee times for you. Discounted rates are also available with the Heritage Golf Group which includes each of the courses at Port Royal Golf Club, Oyster Reef Golf Club, and Shipyard Golf Club. Remember to contact Golf Central when planning your vacation and your golfing options.

Friendly Reminders

Smoking - Barony Beach Club Owners' Association, Inc. Non-Smoking Policy states that

“smoking” includes the use of tobacco-based products, electronic cigarettes, vaporizers, and other alternative nicotine products. Smoking is only permitted in the designated smoking areas around the resort. We request cigarette butts be placed in the smoker’s outposts located around the stairwells of each building. Please refer to your resort map or ask an associate where these designated areas are located.

Acholic beverages - Personal alcoholic beverages are not permitted at Ocean Pool or at All Y’all’s Bar & Grill. Consuming personal alcoholic beverages in these areas could constitute a violation and could jeopardize the resort’s liquor license.

Eclectic Closet - We have accumulated several “one off” items that are not standard in our villas. If there is an item that is not in your villa, please let us know and we will be happy to check our inventory and if it is available, deliver it.

Wristband Policy - During the summer months, a Wristband Policy is in effect to help identify registered Owners and guests. The maximum number of wristbands issued per villa is eight, which coincides with the maximum number of occupants per villa. Owners utilizing a Day Pass must also wear a wristband as do their guests.

Pools - Pool closures are a disturbance to all, but from time to time closures are required to ensure a safe environment exists. Occasionally a pool must be closed to ensure chemicals are at appropriate levels, but there are times when pool closures are due to actions by Owners or guests.

Reminders to ensure a safe, comfortable environment for all:

- Swim diapers are required on all children under the age of four years old.
- Glass is not permitted on any pool deck area.
- Any guests who feel sick should not use the swimming pools.

Additionally, it is important that all Owners and guests review the Pool and Spa Rules prior to use. Unexpected pool closures impact everyone’s vacation and cost the Association money.

As a reminder, reserving pool chairs is not allowed. If guest items or a towel are found unattended on a chair for more than 45 minutes, it will be removed, so other Owners and guests may enjoy the area. Also, please note that non-water toys, including balls, and rafts are not permitted in the pools. Please have respect of other patrons of our pools.

Begin Planning Your Vacation Today!

Are you ready for vacation? We are here to assist with your preparations!

- A pre-arrival email will be sent approximately 21 days prior to your arrival
- Click the “Begin planning your vacation today!” link contained in the email
- Login in to your Owner account on MarriottVacationClub.com (you must know your login and password)
- Click on the “Submit a new Service Request” link
- Select a service from the “Service” drop-down menu
- Complete the Service Request form
- Click the “Submit Request” button

By completing these steps, you are able to verify your check-in information, select villa location preferences (based on ownership and availability), sign-up for housekeeping services and add special requests to your reservation.

How Your Villa Requests are Honored

Marriott's Barony Beach Club Owners love to return to their home property! As a result, we enjoy a very high Owner occupancy rate. When we welcome back so many Owners each week, we are often challenged to meet specific villa location requests. The team works diligently to accommodate as many requests as possible. Many of requests that Owners have fall into two primary categories—building location and/or floor preferences.

Striving to remain as fair as possible and keep the interests of the Owner in mind, the Front Desk team reviews the history of each Owner's prior years' villa assignments. This is a crucial determinant in accommodating your requests for villa assignment. A rotational system is used to help provide a fair service to each of our Owners and guests. For example, if you are an Oceanside Owner and you requested and received a high floor or front building during your previous stay, we may not be able to accommodate that same request on your next visit and may rotate the reservation to a low floor or back building. Requests cannot be guaranteed, as the availability of villas on your specific check-in day and increased Owner occupancy levels do attribute to the final villa assignment.

Key facts regarding villas and buildings:

- The resort's yearly occupancy averages 95% or higher.
- The most requested building is Morning Glory.
- Floors 3 thru 5 are considered "high" floors. A "high" floor is one of the most frequent requests received.
- Oceanfront villas are in the Morning Glory and Sea Oat Buildings. An Oceanfront Owner may be assigned to either one of these buildings.
- Oceanside villas are in the Bayberry, Live Oak, Morning Glory and Sea Oat Buildings. An Oceanside Owner may be assigned to one of these four buildings.

Resale Inquiries

For general resale inquiries and Owners who desire to sell their weeks, please contact the Resale Operations Team at the following information:

Resale Operations, Team of Licensed Real Estate Professionals

Toll Free: 866-682-4547

Direct: 407-903-6160

Resale.Operations@vacationclub.com

Update Your Email Address

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

As always, we want to ensure you have an amazing vacation experience. We value and utilize your input regarding how we can further improve your vacations.

We look forward to your welcoming you back to Marriott's Barony Beach Club soon! If you visit in 2019, we hope you will help us celebrate our 20th year of providing memorable vacations!

Sincerely,

Eric H. Priester

General Manager

Marriott's Barony Beach Club

VOLUNTEER FORM TO SERVE ON THE BOARD OF DIRECTORS

At the next Annual Meeting, Owners will elect a member to serve on the Board of Directors. Board Members meet at least twice annually with the management of Marriott Vacation Club® International to conduct the business of the Association. Board Members are reimbursed for actual expenses incurred for travel, lodging and meals. A Nominating Committee will meet to select candidates for the vacant position. The list of candidates to be elected will be included on a Limited Proxy sent with the Notice of Annual Meeting. Please complete this volunteer form if you have an interest in serving on the Board of Directors for your Association.

To be considered, your form must be received by May 24, 2019

Name: _____

Address: _____

Occupation: _____

(If retired, list primary occupation prior to retirement.)

Contact information: (Telephone) _____ (Email) _____

If nominated, your name and occupation, along with a brief profile, will be included with the Notice of Annual Meeting. To assist in this effort, please provide a summary of no more than 150 words of your experience and why you would like to serve as a Director. Your summary will be published exactly as stated. Please do not abbreviate words or company names, print clearly or type, attach additional paper as necessary.

SIGNATURE: _____

Note: Please be sure you can commit to attending at least two (2) meetings per year before volunteering to serve. Elected Directors will have their names listed in Association publications. This will permit other Owners to contact you regarding the operation of their Vacation Ownership property.

COMPLETE AND MAIL, FAX OR EMAIL TO: Marriott’s Barony Beach Club
5 Grasslawn Avenue
Hilton Head Island, South Carolina 29928
Attention: Mary Caballero, Executive Assistant
Fax: 843-689-9417
Email: mary.caballero@vacationclub.com

*The submittal of a volunteer form is not a guarantee of being selected as a candidate. Information submitted is proprietary and will be used only by the Nominating Committee, with the exception of your profile, which will be included with the Notice of Annual Meeting, should you be selected as a candidate.

This form must be received by May 24, 2019