

December 18, 2018

Dear Marriott's BeachPlace Towers Owner:

It is my pleasure to present the latest [Newsletter](#) from Marriott's BeachPlace Towers.

In this issue, you'll learn about the latest developments taking place at your home away from home in Fort Lauderdale, Florida.

Sincerely,

*Rajka Osim*

General Manager

Marriott's BeachPlace Towers



December 2018

## Dear Marriott's BeachPlace Towers Owner,

Greetings and happy holidays from *your home away from home* - Marriott's BeachPlace Towers. It has been a busy and exciting year. It is my pleasure to provide you with an update on what we have accomplished in 2018.

### Renovation Update

On September 30, the refurbishment of the villas and lobby was completed. The final product looks wonderful, and I look forward to you and your family enjoying the improvements for years to come. The scope of work included new tile in the kitchen and bathroom, new efficient toilets, refurbishment of patio decks, new décor and furniture. Below are photos which highlight the upgrades:



### Resort Activities

The Activities Team continues to enhance activity programming, all the while taking into consideration of Owner feedback. There is always something to entertain and enhance your vacation experience whether it be wine and cheese with live jazz or poolside entertainment. Salsa lessons, a wine and canvas painting class and slime making for kids are just a few examples of newly added activities.

Owner feedback continues to reflect enjoyment of clubTHRIVE<sub>SM</sub> which offers a variety of health and wellness options. A full-time fitness instructor is on-site to help you with your fitness needs.

## **Vacation Ownership Insurance**

It saddens me that some of you lost your vacation week(s) last year due to Hurricane Irma. I encourage you to discuss travel protection with your Vacation Ownership Advisor at 888-682-4862.

## **Friendly Reminders**

Please add or update your email address at [www.marriottvacationclub.com](http://www.marriottvacationclub.com). After logging in, select "Account", click on "Profile" and at the "Account Details" tab, click on "Edit account details" to enter your information. Or you may also contact Owner Services at 800-845-4226.

Prior to each arrival, you will receive an email from the BeachPlace Towers team, asking you to provide information that will help us to plan your vacation. We utilize Your villa request is utilized as a reference guide when rooms are assigned. We will do our best to honor as many Owner requests as possible.

Upon your arrival at BeachPlace Towers, enter through the public parking garage. Please proceed to parking levels P4 and P5 to park. On both levels, you will find elevator access which will take you to the lobby level for check-in.

## **Children's Miracle Network**

Team BeachPlace Towers is actively supporting Children's Miracle Network ("CMN") Hospital initiatives. Your support is appreciated, and we are proud Marriott's BeachPlace Towers Owners and associates have donated over \$15,000 to CMN year-to-date. The main contributor to this success is the sale of wrist bands at the Front Desk. Wrist bands allow Owners and guests easy and convenient access to elevators and villas in lieu of a villa key. The wrist bands are reusable for multiple visits and at other Marriott Vacation Club resorts.

## **Owner and Guest Satisfaction**

After each vacation at BeachPlace Towers, please complete the online Guest Satisfaction Survey. 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. 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 operation to continue delivering unforgettable experiences that make your vacation dreams come true.

All the best wishes for a wonderful holiday season and a prosperous 2019!

Sincerely,

*Rajka Osim*

General Manager  
Marriott's BeachPlace Towers