



Dear Marriott's Grande Ocean Owner:

Greetings from your favorite beachfront home away from home...Marriott's Grande Ocean! It's hard to believe another summer has come to an end. As always, the Grande Ocean team has been busy making sure your resort is ready for your next arrival. Our ultimate goal is to provide an exceptional resort with exceptional service that will make for memorable vacations. It is my pleasure to provide you with an update on what we've accomplished so far this year and our plans for the future.

Owner and Guest Satisfaction

Your Grande Ocean team takes great pride in bringing you a world class experience and a resort you can be proud of year after year. I am pleased to announce Grande Ocean is on pace to finish at or above our overall Guest Satisfaction score goal of 94%. We are proud of our accomplishments and hope you have seen our efforts in your Owner experience.

We look forward to receiving your comments and suggestions from the Guest Satisfaction Surveys emailed to you after each vacation visit with us – 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 next visit even more memorable. We also want to recognize and reward our associates who 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.

Resort Update

Grande Ocean celebrated its 25th Anniversary this year! WOW, where has the time gone? The resort looks very good for its age; however, as you know, with age also comes some challenges to keep the resort always looking it's very best. Below are some of the projects which were addressed this past year.

One of the larger projects, which was completed this year was a refresh of the Indoor Pool area. The renovation included:

- Translucent roof panels were replaced
- New dehumidification system was installed
- Pool deck was resurfaced
- Interior surfaces were painted, and powder coated
- Pool furniture was replaced

Below are other projects and enhancements completed this year:

- Rubber roof membrane of the Spa Building was replaced
- A new putting green was installed
- Aeration and floating aquatic plant islands were added to the lagoon area
- North Pool deck lounge chairs were replaced
- Higher lounge chairs were added to both the South and Dolphin Pool decks
- Spa Building water heater was replaced
- New LED lighting for the tennis courts were installed
- New gas grills were installed
- South access barrier gate operator was installed
- New ground level trash room doors were installed
- Two new hydration stations located by the Dolphin and North Pool areas were installed

- Fifteen pine trees were removed from the dunes as part of the ongoing dunes remediation

In addition, we are in process of replacing landscaping bollard lights around the property and making ongoing concrete repairs to the walkways and driveway. Some smaller updates included new grocery carts under each parking garage, the use of battery-operated blowers to minimize noise and the addition of new cardio equipment in the Fitness Center.

New Projects

We are pleased to announce two upcoming projects, one of which is the refurbishment of the Crow's Nest scheduled to be completed by year end. The scope of work for the project includes repainting walls, re-upholstering couches and chairs, replacing carpets and adding two larger screen televisions. We are confident this new and improved area is one you will enjoy while enjoying the beautiful ocean view. The second, and one of our larger upcoming projects, is construction of the new Activities Center which is scheduled to begin in January 2019. The new center will be located to the right of the Indoor Pool and will be double the size of the current Activities space.

In your villa, you will notice we have transitioned from king and queen feather pillows to king and queen synthetic (foam) pillows in all bedrooms. Feather pillows are available upon request.

Activities, Food & Beverage

Our Activities team continues to create new and fun events for you and your family. While many Owner favorites are still available, such as Wine & Cheese Welcome, Grillin' with the Guys, and Black Jack, several new crafts and programs have been added to the activities calendar all designed to enhance your vacation experience. New activities include Build-A-Buddy, Grande Ocean backpacks, virtual reality games, digital scavenger hunt, teen night out to HHI Escape Room, Roller's Wine & Cheese Tour and Taste of Hilton Head.

We are excited to offer pickleball as part of our activities line-up. Pickleball is a fun sport that combines elements of tennis, badminton, and ping-pong. We have received great feedback from Owners who have participated, and it is a great sport for all ages. Our fitness programs continue to be very popular, and our Activities team will continue to evolve the offerings.

There have been several enhancements to our food and beverage offerings. This year, for your convenience, a portable bar has been stationed at the North Pool area available five days a week. Hours of operation vary by season. The portable bar serves burgers, hot dogs, chicken sandwiches, beer and wine. The flexibility of the portable bar allows the bar to be relocated around the property during inclement weather.

Across from the Loggerhead Landing, you'll now find Pizza Cove. Pizza Cove features smoothies, pizza, sandwiches, salads and hot pretzels perfect for our littlest Owners. Hours of operation vary by season.

Villa Requests

Our resort enjoys one of the highest Owner occupancy rates of all Marriott Vacation Club® resorts. Due to the very high number of Owners we welcome each week, we are often challenged by specific villa location requests.

Many weeks have Owner occupancy rates of 80%. When Owner occupancy is high, we

receive many requests for certain views and high floors that we are not able to fulfill. Due to high Owner occupancy, we have implemented a rotation system to assign villas. If you have requested, and received, a high floor (or certain view) during your previous stay, we may not be able to honor that request on your next visit. This will allow us to fulfill a request from an Owner who had the same request in the past but was unable to secure a high floor (or certain view) during their last stay. We will do our best to honor as many Owner requests as possible. Please remember all weeks are floating time and villas and views cannot be guaranteed.

All villas at Grande Ocean have two bedrooms and the same square footage. However, there are some villas with slight variations: 88% of villas have two queen size beds in the guest bedroom, and 12% have one queen size bed and one pullout sofa in the guest bedroom. Some villas on the lower floors have larger balconies. If any of these attributes are important to you, please notify the Front Desk at the time you make your villa request. Due to limited availability of some features, we will do our best to accommodate your requests, but as with views, we are unable to guarantee.

Three weeks prior to your arrival please email mvcigorvillarequests@vacationclub.com or call 843-686-7343 with your villa request (Monday through Thursday from 7:00 a.m. until 10:00 p.m., Eastern time. Calling during this time period better allows us to serve Owners/guests checking in Friday through Sunday). We will do our very best to satisfy your requests.

Friendly Reminders

- Alcoholic beverages – Personal alcoholic beverages are not permitted at the South Pool, Loggerhead Landing or The Dolphin Grille.
- Smoking – As of January 1, 2011, smoking is prohibited throughout the entire Grande Ocean complex – inclusive of villas, balconies, corridors, parking areas and outdoor areas – except for designated smoking areas. As of January 1, 2016, the term “smoking” shall include the use of tobacco products, electronic cigarettes, vaporizers and other alternative nicotine products. The designated smoking areas are the four gazebos located on the parking lot side of the Dolphin (80), Sandpiper (82) and Sand Dollar (87) Buildings and the one gazebo located at the public entrance of Loggerhead Landing.
- Pet Policy – The only pets permitted on the Grande Ocean complex are service animals. Service animals are defined as any animal trained to do work or perform tasks for the person with a disability. The work/tasks performed by a service animal must be directly related to the person’s disability. Crime deterrent, comfort or companionship do not constitute work/tasks. Please contact the Front Desk for recommendations on local kennels.
- Resort Library – A small area in the Crow’s Nest is designated as a library. Owners and guests are welcome to take a book to enjoy during their vacation. If you have extra books you would like to donate to the library, please bring them along on your next visit and either drop them off or exchange for new ones. Per Owner requests, Bibles are available in the library.
- Housewares – For consistency, we follow the Marriott Vacation Club Brand Standard housewares package, but over the years we have accumulated a number of “one off” items in our Housekeeping Department. If there is a houseware item you would like, but is not in your villa, please let us know and we will be happy to check our inventory for the item and deliver to your villa if it is on hand.
- Parking – Due to our limited resort parking and high occupancy, please adhere to the Association’s parking policy. One green parking pass is issued per villa, which allows parking anywhere on-site, including underneath the villa buildings. If a second parking pass is needed, a yellow pass is issued which permits parking anywhere outside of the villa buildings or in the lot across the street from the resort. An Owner or guest with three or more vehicles will be issued an orange pass which permits parking across the street directly in front of the Sales Gallery and the tennis court

parking lot. Please note RVs and trailers are strictly prohibited on all areas of the resort during the months of May through September. Parking is permitted in the overflow parking area across the resort for recreational vehicles during the months of October through April. Please contact the Front Desk for recommendations on alternative parking.

- Protecting your assets – As an ongoing effort to provide you and your family with a world class experience, we would like to remind you that resort bracelets, provided at check-in, must be worn throughout your stay as well as to any activities and food and beverage events. We thank you in advance for your cooperation.
- Villa refrigerators – Refrigerators are cleaned and sanitized before each arrival and in doing so, it may take up to 24 hours for your refrigerator and freezer to return to suitable temperatures. This may affect the ice maker as it may take longer than expected for the appropriate amount of ice to be ready for use. If you need ice upon check-in, please contact the Front Desk to be directed to complimentary ice maker locations throughout the resort. Please use caution when preparing to store groceries prior to the refrigerator reaching desired state.
- Pool Rules – We ask all Owners and guests to be respectful of fellow Owners and comply with the posted Pool Rules. It is appreciated during high volume times you limit the use of large pool floats, ball throwing and radio playing so that all may enjoy their time at the pool. We further require that young children wear swim diapers. Swim diapers are available at the Front Desk, The Dolphin Grille and Pizza Cove for your convenience.
- Electric charging stations – There are eight electric charging stations at the resort, two located in the parking garages of each of the following buildings: (81) Sand Piper, (83) Royal Tern, (86) Kingfisher and (88) Laughing Gull.

Enjoy a Day Pass at your Resort

As an Owner, even if you are not staying at the resort, we invite you to use the amenities and parking facilities at the resort on a space-available basis between 7:00 a.m. and 7:00 p.m. daily. The pass is limited to a party of six people. To obtain a day pass and parking pass, the deeded Owner **must be present** to show identification at the Guard Gate. We are pleased to announce permanent photo ID badges are now being issued to the deeded Owner. Once you receive your ID badge, simply present it to the Guard Gate to receive a day pass wristband and parking pass. Due to heavy usage of the pool decks during the summer and to ensure there are ample amenities for Owners and guests staying at the resort, the Management Team reserves the right to limit the day pass usage during peak periods or establish blackout dates. To inquire about the possibility of blackout dates or for a complete list of day pass rules, please call 843-686-7343.

Hilton Head Upcoming Events

- Hilton Head Island Motoring Festival & Concours d'Elegance: October 26-November 4, 2018
- Hilton Head Island Oyster Festival: November 9-10, 2018
- 28th Annual Turkey Trot: November 22, 2018
- Winter Wonderland Festival: December 7, 2018
- Hilton Head Island Gullah Celebration: February 1-28, 2019
- Hilton Head Island Seafood Fest: February 18-24, 2019
- Hilton Head Island Wine & Food Festival: March 11-17, 2019
- Hilton Head International Piano Competition: March 11-18, 2019
- Wing-Gate & Wingfest: March 22-23, 2019
- Royal Bank of Canada Heritage Golf Classic: April 15-21, 2019

Please note these dates are based upon the latest information available at time of printing.

2018 Annual Meeting Update

We extend our congratulations to Richard Krebs who was elected to serve a three-year term on the Board of Directors at the Annual Meeting held this past May. Please take a moment to recognize your Board of Directors who continue to make your vacation experience their top priority. Your current Board of Directors are:

Mike Whelan – President
Brian Myers – Vice President
Robert Eckenroth – Secretary/Treasurer
David Schubbe – Director
Richard Krebs – Director

Opportunity to Serve on the Board of Directors

At the next Annual Meeting of the Association, scheduled for May 2019, Owners will elect members to serve on the Board of Directors. The Board of Directors typically meets two times a year, on-site at the resort. One meeting is held in the fall and the other meeting is held in the spring. Between meetings, Board Members work on Association business, share information via email and conduct Special Meetings via conference call as needed. Please ensure you have the time to commit to serving before volunteering.

If you wish to be considered as a candidate for election to the Board of Directors please complete and submit a [Volunteer Form](#) to the Association.

By clicking on the link above, 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.

A Volunteer Form can also be obtained by contacting Louie Burroughs, Executive Assistant, by email at louise.burroughs@vacationclub.com, or by telephone at 843-686-7020. The Volunteer Form must be received by December 24, 2018, to be considered as a candidate for the 2019 Board of Directors election.

2019 Annual Meeting

In March 2019, you will receive notice of the 2019 Annual Meeting. If you are unable to attend the Annual Meeting in person, it is very important you submit your proxy prior to the meeting so quorum can be met. Not reaching the required number of votes for quorum results in follow-up campaigns to Owners, which adds a significant, incremental expense to the Owners’ Association. It is important all Owners exercise their right to vote – so please submit your proxy early!

I can’t wait for you to see – and enjoy – the exciting developments and enhancements awaiting you at Marriott’s Grande Ocean.

Warm regards,

Massimo Santangelo
General Manager
Marriott’s Grande Ocean

VOLUNTEER FORM TO SERVE ON THE BOARD OF DIRECTORS

At the next Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. Board Members meet at least twice annually with the management of Marriott Vacation Club® 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(s). 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 DECEMBER 24, 2018

Name: _____

Address: _____

Occupation: _____

If retired, list primary occupation prior to retirement.

Contact Information: Telephone _____ Email _____

List qualifying experience in the following areas: 1) contract and/or real estate law; 2) financial management; 3) budgeting; 4) association management; 5) property management; 6) consumer relations; 7) business management; and 8) purchasing. (You may attach a resume or curriculum vitae as additional information.):

How would your participation benefit the Association?

What specific issues or areas of Association management are of interest or concern to you?

Please see reverse side.

If nominated, your name, hometown location, and occupation, along with your 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 and attach additional paper as necessary.

SIGNATURE: _____

Note: Please be sure that 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 Grande Ocean
51 South Forest Beach Drive
Hilton Head Island, South Carolina 29928
Attention: Louise Burroughs
Fax: 843-686-3497
Email: louise.burroughs@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 DECEMBER 24, 2018