



Dear Marriott's Grande Ocean Owner:

Greetings from your favorite beachfront home away from home...Marriott's Grande Ocean! What an exciting year this has been! First and foremost, I want to take this opportunity to thank all Owners for your patience and understanding as we worked on many major projects this year to enhance your resort. 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 prides itself on bringing you a world class experience and a resort you can be proud of year after year. 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**

One of the larger and more anticipated projects completed this year was construction of the new Activities Center. The new building is located next to the Indoor Pool and is double the size of the old Activities space. The new facility provides us with flexibility and versatility to host much larger events. The old Activities space is being converted to a cardio studio which is expected to open later this year.

We are also pleased to announce two of the most long-awaited projects. The WI-FI upgrade and the installation of the Verizon cell phone tower have been completed. The WI-FI project included re-cabling and adding access points throughout the resort to increase bandwidth and speed. The new cell phone tower was installed on the roof of the Sand Castle (85) Building. Not only did Verizon pay for the cost of the installation, they pay a monthly fee to the Association for leasing the space...a win-win!

Other major projects accomplished this year include the resurfacing of the Indoor Pool and hot tub, Lap Pool and the 30-man spa on the North side of the resort. Also completed was the parking lot slurry seal project. Although this project was challenging to orchestrate and caused some inconvenience to Owners and guests it was necessary in order to ensure our resort is well protected from all weather conditions.

For those outdoor sports enthusiasts, the tennis courts and corn hole area have been renovated. The bike inventory will be increased, with new bikes expected to arrive this fall.

### **Upcoming Projects**

Later this year the tot pool, currently located near the Dolphin Pool, will be converted into a new splash pad. It's sure to please all our young future Owners!

From October 2020 through April 2021, the entire resort will undergo a complete soft goods villa refurbishment. Work will begin on the North Side of the resort and continue to the South Side. By completing the refurbishment through a continuous six-month timeline instead of the usual two phases as has been done in the past, it enables additional improvements not normally included in a soft goods refurbishment to be accomplished. In addition to new soft goods, refurbishment includes updated kitchen cabinets and both master bathroom and guest bathroom improvements.

## **Activities, Food & Beverage**

Our Activities team is working on creating experiences that coincide with the seasonality of our Owners and guests. Throughout the winter, educational and cultural programs, such as cooking demonstrations, dance classes, and instructional art classes will be hosted to leave you with lasting memories and an expanded knowledge. We will challenge you with our new “Nailed It” baked good decorating competition, based on the popular Netflix game show. We will put your trivia knowledge to the test with our new themed contests to accompany some of the classics such as “Name That Tune”. The Activities team is excited to introduce themed social nights, such as Casino Night, complete with dealers, music, and decorations. Join us as we celebrate classic cinema with our immersive movie nights, transporting you back to days when Gene Kelly and Judy Garland ruled the silver screen.

Summer will be filled with family fun in the sun. Enjoy your time by the pool with poolside music bingo, “Minute to Win It” game shows, hula hoop and dance contests at the pool party. Parents will be able to enjoy some time to themselves as we introduce a new kids camp themed programming offered throughout the week. Year round, the Activities Team is focused on enhancing your experience and exposure to local features including craft alcohol tastings, restaurant and business excursions, as well as a nature tour highlighting plants and wildlife native to Hilton Head Island.

Be on the lookout for new food offerings in 2020. In October, a new “After 5” menu was introduced at Loggerhead Landing. The menu features items such as crab legs, peel and eat shrimp and an Asian pork bowl. Having done a soft launch of a “value meals” delivery service in 2019, the menu has been refreshed to provide a variety of comfort food options. Meals are portioned to feed two people for in-room preparation. This service will be available February through December. All orders will be placed via email at [mvcgorfab@vacationclub.com](mailto:mvcgorfab@vacationclub.com) and delivered to your villa.

## **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 Marriott's 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 [mycigorvillarequests@vacationclub.com](mailto:mycigorvillarequests@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 and 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 Marriott's Grande Ocean – 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 at the resort 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 (open in season) 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.

### **2019 Annual Meeting Update**

We extend our congratulations to Bob Eckenroth who was re-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  
Bob 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 15, 2020, 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 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.

A Volunteer Form can also be obtained by contacting Louie Burroughs, Executive Assistant, by email at [louise.burroughs@vacationclub.com](mailto:louise.burroughs@vacationclub.com), or by telephone at 843-686-

7020. The Volunteer Form must be received by January 13, 2020, to be considered as a candidate for the 2020 Board of Directors election.

## **2020 Annual Meeting**

In April 2020, you will receive notice of the 2020 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!

To ensure you receive information regarding the 2020 Annual Meeting via email, log in to your Owner Account at [marriottvacationclub.com](http://marriottvacationclub.com) using your Username and Password and complete the following steps by March 1, 2020:

- Select "Owners Association" and then "Register for Online Document Notification".
- Under the tab titled "Communication Settings", select "Edit Settings", and then select "Register" from the drop-down menu.
- Click "Account"
- From the drop-down menu, select "Profile"
- Click "Register for Online Document Notification"
- Click "Edit Settings" near "Online Owner Association Document Notification"
- Select "Register" under "Opt-In"
- Click "Save Changes"

Opting-in to receive Association documents electronically may help reduce Association mailing costs, as well as ensuring the timely delivery of Association related documents. If you have already opted-in to receive Association documents electronically, your Owner Account will show as "Registered" under the "Opt-In" column and no further action is needed.

Additionally, if you need to update your email address, you can do so online at [marriottvacationclub.com](http://marriottvacationclub.com) or you can contact Owner Services at 800-845-4226.

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 January 13, 2020**

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. Please print clearly or type; attach additional paper as necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. How many weeks do you own at Grande Ocean? Do you own at any other resorts or own points? \_\_\_\_\_

2. Briefly, why do you want to be a Grande Ocean Board Member? What specific issues or areas of Association management are of interest or concern to you? \_\_\_\_\_

3. Have you served on a Board of Directors before? If so, what type of Board? Have you served on a Homeowners Association Board? \_\_\_\_\_

4. Please highlight what skills and experience you have in your background that may assist you in serving the association and please forward a resume to [louise.burroughs@vacationclub.com](mailto:louise.burroughs@vacationclub.com) and/or [massimo.santangelo@vacationclub.com](mailto:massimo.santangelo@vacationclub.com). \_\_\_\_\_

5. Please explain the history of your stay(s) at Marriott's Grande Ocean or how you used your ownership week(s) (rented, exchanged, traded for points) over the last five years:

- 2019: \_\_\_\_\_
- 2018: \_\_\_\_\_
- 2017: \_\_\_\_\_
- 2016: \_\_\_\_\_

2015: \_\_\_\_\_

**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](mailto: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 JANUARY 13, 2020**