



April 2019

Aloha Owners,

We had a busy start to the new year here at Marriott's Maui Ocean Club, so far running close to 98% occupancy year-to-date! While the weather has been cooler than normal for Hawaii, it is nothing compared to what many of you have been experiencing in other parts of the country.

I would like to update you on some of the projects the resort team accomplished over the past few months.

### **Lahaina and Napili Villa Renovations**



Renovations for Lahaina and Napili towers were completed in November. In the villas, the renovation included new paint, carpet, kitchen appliances (except the dishwasher which was replaced in 2018), living and dining room furniture, including a king size sofa bed with chaise in the living room, bedroom furniture and mattresses, several new lighting options, including a lighted mirror in the master bathroom and re-sealing the kitchen countertops.

In the common areas, hallways were painted, new carpet was installed, new lighting was added and the Lahaina ground floor lobby area was updated.

### **Molokai, Lanai and Maui Renovations**

We began the planning process for renovation of the Molokai, Lanai and Maui wings, which will take place in Fall 2021. These renovations will include new paint, flooring, furniture and linens.

### **Security Gate**

We recently added a new security gate between the Lahaina parking garage and the sports court. We felt this gate was necessary to prevent non-guests from cutting through the resort and/or using resort amenities. Now non-guests will be forced to use the designated access path in between the Hyatt Residence Club and Lahaina tower for beach access. You will still be able to gain access to the resort through this new gate by using your room key.

### **Lahaina Tower Heaters**

The hot water heaters in Lahaina tower were replaced as they began to corrode and leak.



We also took the opportunity to install a corrosion inhibitor system that will prevent leaks and extend the life of the system. This was accomplished through a phosphate water treatment of food-grade compounds that are colorless, odorless and tasteless and are completely safe in drinking water systems. We are using National

Sanitation Foundation (NSF) standard 60 approved phosphate water treatment compounds and NSF standard 61 water treatment equipment in our water treatment program.

## Sports Court Refinishing

We ask for your help in maintaining the new surface of the sports court by not bringing any food or drink (except water) onto the court as food and spills can stain and damage the court surface.

We also ask that the Sport Court Rules be followed:

- One-hour time limit per session
- Use of bicycles, skateboards and rollerblades are prohibited within the sports court
- No alcoholic beverages
- Remove all items and debris when leaving the sports court

As a reminder, reservations for court times can be made at the main pool towel hut and complimentary equipment is available at the hut as well. Sports court hours are from 8:00 a.m. to 6:00 p.m. daily.

## Rollaway Beds

The resort continues to maintain an inventory of rollaway beds in case you need one in your room. However, rollaway beds are limited to one per room. As a reminder, the maximum occupancy is defined within the condominium documents and each room has bedding to accommodate the maximum occupancy. During the previous renovation in Molokai, Maui and Lanai towers, a sleeper chair that folds out into a twin bed was added to the master bedroom.

## Refillable Mugs

You can now purchase your refillable mugs at the Front Desk when checking in. These mugs can be used throughout your stay for complimentary refills of coffee, soda, juice and tea at the Beachwalk Kau Kau To Go. The price of a mug is \$35.95 plus tax and if you buy two mugs from the Front Desk, you will receive \$1.00 off each mug.



## Exterior Painting

The exterior of the resort buildings will be painted starting in September 2019 through September 2020. Provided no weather delays, the current schedule is Molokai, Lanai and Maui towers being painted from September 2019 through June 2020 and Lahaina and Napili towers from June 2020 through September 2020. All exterior surfaces and the lanais in the Molokai, Lanai and Maui towers will be painted. Lanais in Lahaina and Napili towers were painted during the recent renovation and will not be painted again.

If you will be vacationing at the resort during the project you may experience the following:

- Periodic closures of small portions of the exterior grounds adjacent to the towers and sections of interior hallways. Resort pools will remain open during the entirety of the project
- Presence of contractors on swing stages located on the exterior of your room and/or lanai
- Light construction-related noise with minimal impact to your stay
- Temporary pedestrian and vehicular detours

The exterior painting project is currently scheduled to occur Monday – Saturday, between the hours of 9:00 a.m. – 5:00 p.m. If there is a weather delay, work may need to also be completed on Sundays.

## Beach Restoration Delay

We were recently notified by the Hawaii Department of Land and Natural Resources (DNLR) the project to move sand from offshore to the beaches stretching from Canoe Beach (south of the Hyatt) to the Sheraton Blackrock is delayed until 2020. For more information about this project, please visit the DNLR web site at <https://dlnr.hawaii.gov>.

## New Flight Options to Maui

Southwest Airlines has officially started service to Kahului (OGG) airport from several California locations. Hopefully you and your family will be able to take advantage of this new option for your next Maui vacation.

## Our Spirit to Serve

The team continues to actively participate in several community volunteer and fundraising opportunities. The resort team recently headed to Napili for our first quarter highway clean-up.



On May 11, 2019, our associates will join colleagues from Westin Nanea Ocean Villas and Westin Ka'anapali Ocean Resort Villas in the Charity Walk on Maui. This yearly event is sponsored by the Hawai'i Hotel Lodging Association benefiting non-profit organizations in Hawai'i. Last year, the Maui Charity Walk raised nearly \$1.36 million!



Another charity the resort team supports is Children's Miracle Network (CMN). An ongoing fundraising effort to support CMN is the sale of wristband keys.

The silicon wristband keys allow you to wear your room key anywhere – the pool, the shower, the ocean – and it makes it easy to open your door without hunting for a key card. Wristbands are available for purchase at the Front Desk. One wristband may be purchased for \$10.00 and each subsequent wristband may be purchased for \$5.00. All proceeds are donated to CMN.

Leis are also available for purchase at the Front Desk and the proceeds go towards the resort's Spirit to Serve efforts. Flower orchid leis are \$10.00 each and shell or kokoi nut leis are \$5.00 each. Leis may be requested during your pre-arrival contact with the resort or you can pick them up when checking in.

## Celebrating Our Associates

In January, we celebrated our Na Po'e Pa'ahana nominees at a luncheon on Oahu. This is a yearly award ceremony sponsored by the Hawaii Lodging and Tourism Association and recognizes the best-of-the-best hospitality employees in Hawaii.



Our nominees, pictured above (from left to right): Justin – Safety and Security; Christian – Food and Beverage; Maleko – Engineering and Maintenance; Denis Ebrill, Senior Regional Vice President of Resort Operations; Edgar Gum, Vice President of Customer Experience; Magdalena – Housekeeping; Samantha – Employee of the Year and Pamela – Front Office

Marriott Vacation Club celebrates associates who deliver above and beyond 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. In April, two of our associates, Jaime, Recreation attendant (pictured on the left) and Ethan, Safety and Security Officer (pictured on the right) will travel to Orlando for the

annual "Way to Go" celebration. We are proud of both Jamie and Ethan's dedication to delivering unforgettable vacation experiences!



### **Opportunity to Serve on the Board of Directors**

At the next Annual Meeting of the Associations, scheduled for October 22, 2019, Owners will elect one (1) member to serve on the Association of Apartment Owners Board of Directors and one (1) member to serve on the Vacation Owners Association Board of Directors. The Boards typically meet twice a year, on-site at the resort in the fall and via conference call 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 the enclosed Volunteer Form to the Associations.

A Volunteer Form can also be obtained by contacting Nani Dapitan-Haake, Executive Assistant, by email at [nani.dapitan-haake@vacationclub.com](mailto:nani.dapitan-haake@vacationclub.com), or by telephone at 808-667-8203. The Volunteer Form must be received by June 3, 2019, to be considered as a candidate for the 2019 Board of Directors election.

We look forward to welcoming you back to favorite island beachfront home away from home – Marriott's Maui Ocean Club!

Mahalo,

*Bill Countryman*  
General Manager  
Marriott's Maui Ocean Club

Enclosure

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