



January 2019

**Dear Owner:**

Greetings and Happy New Year from your favorite island beachfront home away from home – Marriott's Maui Ocean Club! It's my pleasure to provide you an update on 2018 events and accomplishments and plans for 2019.

### **Impact Events in 2018**

The island of Maui experienced several impactful events last year, starting on January 13, 2018 with a false missile alert. It continued a few days later with an electrical fire in the Surf Shack Activities building, then an unusually rainy February, March and April.

Our 2018 hurricane season started with Hurricane Lane when it visited the island chain, including Maui, beginning August 23 to August 26. This was the most destructive of the two hurricane events for the Lahaina community as several brush fires destroyed over 20 homes, left the resort and much of the area without power for approximately eight hours, created significant road closures and for the first time, the resort experienced multiple dust storms.

Less than two weeks later, Hurricane Olivia made a direct hit to Maui County. On September 27<sup>th</sup>, a rainstorm hit west Maui, dropping approximately 12 inches of rain over a four-hour time period, flooding roads and homes.

The great news is the resort sustained very little damage during these events. However, our resort associates worked hard to prepare to service our Owners and guests in the event of the worst-case scenario, even though they were personally impacted, including one associate who lost her home to the Lahaina brush fires.

### **Surf Shack**

Repairs from the fire are near completion and the Activities Surf Shack will re-open by the end of January.

### **Pre-Arrival**

A reminder as you prepare for vacation, please take a few moments to fill out your pre-arrival email. This information assists the team with preparing your room and allows us to send you information about activities, dining, local tours and housekeeping services prior to starting your vacation.

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

Renovation of the Lahaina and Napili villas is complete. Renovations include new kitchen appliances (except the dishwasher), living room and dining room furniture,

including a king-size sofa bed, new bedroom furniture and mattress. All feather pillows were replaced with synthetic pillows. Please note feather pillows are still available by request.

## **Upcoming Resort Projects**

Several upcoming projects will occur including:

- Rooftop exhaust fan replacement on all towers: January 2019
- Lanai door replacement: 2<sup>nd</sup> Quarter 2019
- Exterior painting
  - Molokai, Lanai and Maui towers: September 2019 – February 2020
  - Lahaina and Napili towers: March 2020 – September 2020

## **Beach Re-nourishment**

The Hawaii Department of Land and Natural Resources (DNLR), with funding from Ka'anapali Operators Association (KOA), of which Marriott's Maui Ocean Club is a member, will begin a project to move sand offshore to the beaches stretching from Canoe Beach (south of the Hyatt) to the Sheraton Blackrock starting October 2019 – December 2020. This work will take place from 6:00 a.m. – 6:00 p.m., seven days a week.

## **Fitness (Tennis Court)**

The tennis court was refinished, and signage was upgraded. To avoid stains on the court, food or beverages, excluding water, are prohibited from the court.

## **Whale Season**

The 2018-2019 whale season begins December 15 and runs through May 15. The North Pacific humpback whales are the fifth largest whale species in the world and can grow up to 60 feet in length. Whales travel to the warmer Hawaiian waters from Alaska each year to breed, give birth and raise their calves and West Maui has some of the best whale sightings right off shore!

## **Enrolled Owners Webinar**

Do you want to learn more about how to maximize your Vacation Club points? Please join Emily Sana, one of our Pre-Arrival Specialists, and a representative from Owner Services to learn how to maximize the use of your Vacation Club points. The webinar is held every Thursdays, at 9:00 a.m., in the Sales Gallery conference room, lower level of Lanai tower.

We look forward to welcoming you and for you to see – and enjoy – the exciting developments and enhancements awaiting you at Marriott's Maui Ocean Club.

Mahalo,

*Bill Countryman*

General Manager  
Marriott's Maui Ocean Club