



May 2019

Dear Marriott's OceanWatch at Grande Dunes® Owner:

I am excited to share with you our Spring Newsletter. In this edition, I am pleased to share our 2018 Guest Satisfaction score results, a project update and an update on the Pool Chair Policy.

15-Year Anniversary!

Happy anniversary to Marriott's OceanWatch! Since 2004, we've been welcoming you "home" and we're excited to celebrate this wonderful milestone throughout the year. At check-in, we will provide Owners with a memento as a small way to thank you for your many years of loyalty to Marriott's OceanWatch as well as Marriott Vacation Club and to our family of associates who look forward to seeing you each year. John Gowdy, a sand sculpture artist, was commissioned to create a wonderful sand sculpture that will be in the lobby all year!

Owner and Guest Satisfaction

2018 ended on another good note! Our Owners Satisfaction was 93.1%. The Overall Guest Satisfaction finished the year at 93.6%. Both very good scores and we're excited to begin another year of welcoming back our Owners and guests! We continue to need and use your feedback to improve our services and truly appreciate the over 1,000 Owner surveys and nearly 3,000 total surveys that were submitted last year.

Please remember to complete the online Guest Satisfaction Survey after each vacation 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 visit even more memorable. Most of all, we use your comments to constantly improve our operation and processes. Of course, we always encourage you to make us aware while you're on site if there's anything we can do to make your time here more enjoyable!

In conjunction with your Guest Satisfaction Survey, resort associates are rewarded for creating memorable vacation experiences. When you complete a Guest Satisfaction Survey and mention an associate who created a great experience for you, they receive "Way to Go!" recognition. Each year Marriott Vacations Worldwide recognizes any associate who achieves more than 200 Lifetime "Way to Go" recognitions. This year, I'm proud to announce I will be honored by our Corporate team for reaching 200 "Way to Go" recognitions, many of coming from you, our Owners!

Villa Refurbishment

The 10-year refurbishment of the Pine Building will begin on November 3, 2019 followed by the five-year refurbishment of Conch and Scallop Buildings in the spring of 2020. The five-year refurbishment of Starfish and Maple Buildings is scheduled for the fall of 2020 and spring of 2021. Refurbishment work of both Starfish and Maple Buildings were moved ahead by one year so that all five buildings can be considered as one project. By doing this, the Association will save nearly \$400,000 in "project costs" every five years.

Beach Renourishment

The U.S. Army Corps of Engineers, Charleston District, completed the \$34,800,00 Myrtle Beach Storm Damage Reduction Project, which placed approximately 1.4 million cubic yards of sand on Myrtle, North Myrtle, Garden City and Surfside Beaches in 2018.

The beach renourishment included approximately eight miles on Myrtle Beach, four miles on Surfside and Garden City Beaches and two miles on North Myrtle Beach. The project was completed in December 2018. A video of the project as it was happening in front of our resort will be shown at each Owner's Forum this year.

This storm damage reduction project goes along with the regularly scheduled plan for this area which is to place sand on the beach every eight years. New sand fencing and over 18,000 grass sprigs were added along the coast. The fencing and grass will trap windblown sand, anchor it in place and cause the dunes to grow. Please remember, it is illegal to disturb sand dunes, sea grasses or sand fencing. There are gaps roughly six feet wide to allow turtles and people beach access.

Friendly Reminders

Last year saw a significant improvement to the challenge of ensuring there are for enough pool chairs for our Owners and guests. As a reminder, pool chairs are not allowed to be saved prior to 9:00 a.m. and chairs may only sit empty for one hour after 9:00 a.m. This policy is necessary to continue to find the right balance of fairness and enjoyment of the pool deck for everyone.

Please remember, as outlined in the Rules and Regulations of your Association governing documents, "running, ball playing and throwing objects is not permitted" in any of the resort pools. This rule will continue to be enforced.

Children's Miracle Network

Each year the resort team hosts and participates in events to raise money for Children's Miracle Network (CMN), and more specifically the McLeod Children's Hospital, in Florence, South Carolina. Money is raised a variety of ways, from the sale of wrist bands at check-in, the purchase of a refillable mug at the Sand Dollar Grille, to becoming a CMN Hero. Through these many events and your generous giving in 2018, we raised over \$37,000.00 for "the kids"! Thank you to all that supported our efforts last year! I am also proud to announce Marriott's OceanWatch was recognized by Children's Miracle Network, along with Marriott Vacations Worldwide, as the first ever recipient of the CMN Legacy Award for our fundraising efforts in 2017.



Myrtle Beach Upcoming Events

- Rivertown Music & Craft Beer Festival: May 4, 2019
- Myrtle Beach Bike Week Spring Rally: May 10–19, 2019
- 38th Annual World-Famous Blue Crab Festival: May 18 & 19, 2019
- 2019 Atlantic Beach Memorial Day Weekend Bike Week: May 24–27, 2019
- 2019 Corvettes at the Beach Car Show: May 31–June 1, 2019
- Carolina Country Music Fest: June 6–9, 2019
- Myrtle Beach World Amateur Handicap Championship: August 26–30, 2019
- Myrtle Beach Mustang Week: September 2–8, 2019
- Myrtle Beach Bike Week Fall Rally: September 30–October 6, 2019
- Brookgreen Gardens Nights of a Thousand Candles: December 5–8, December 12–5, December 19–22 (the first three Thursdays through Sundays in December 2019)

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

Please Update your Email Address

Please add or update your email address at www.marriottvacationclub.com. After logging in, select “My Account”, click on “Profile”, then “Account Details”, and then “Edit account details” to enter your new information. You may also contact Owner Services at 800-845-4226 to update your information.

Opportunity to Serve on the Board of Directors

At the 2019 Annual Meeting, Owners will elect one member to serve on the Board of Directors. The Board of Directors typically hold two meetings a year at the resort, one of which is held in the Spring and one held in the Fall. Between meetings, members of the Board work on Board business and share information via email.

Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit a Volunteer Form to the Association by **June 20, 2019**.

A Volunteer Form can also be obtained by contacting Karen Haymore, Guest Relations Manager, by phone at 843-692-5502 or via email at karen.haymore@vacationclub.com.

Please note your current Board of Directors are:

Betsy Matthew – President
Alan McGraw – Vice President
Robert McBrayer – Treasurer
Birgit Koellner-Gozlan – Secretary
Les Holliday – Director

As always, we want to ensure you have memorable vacation experiences! We value and utilize your input regarding how we can further improve your stay at Marriott’s OceanWatch. We look forward to you “coming home”!

Sincerely,

Paul S. Bishop

General Manager
Marriott’s OceanWatch

From the Board of Directors

Thank you for your feedback to us as your Board of Directors. We are pleased that we have been able to maintain a moderate annual increase for maintenance fees in line with the national cost of living increase, due in large part to the focus of the onsite Management team. We thank Paul Bishop and his entire team for their constant focus on our Owners and guests and their enjoyment coming “home” to Marriott’s OceanWatch. As Owners, your support of our initiatives is very important, and we appreciate your feedback while vacationing at Marriott’s OceanWatch. Please feel free to contact the Board via email at mywowownerboard@vacationclub.com. Please allow 24-48 hours for response, as this email address is not monitored daily.

Betsy Matthew

President
Board of Directors
OceanWatch Villas Owners Association

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® International 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 June 20, 2019

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, print clearly or type, 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 OceanWatch Villas
8500 Costa Verde Drive
Myrtle Beach, South Carolina 29572
Attention: Paul Bishop
Fax: 843-692-5510
Email: Paul.Bishop@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 JUNE 20, 2019