

October 2019

Dear Holiday Owner,

It is my pleasure to present the [2019 Fall Newsletter](#) from Marriott's Playa Andaluza. In this issue, you'll learn about the latest developments taking place at your home away from home in Costa del Sol, Spain.

Best regards,

Wiel Gooren
General Manager

Newsletter Fall 2019

Introduction by the Chairman of the Advisory Board of Directors.

Dear Marriott's Playa Andaluza Owner,

This is a significant year for the Board with two Board positions up for election. Voting closed on 9th September 2019 with the results due to be announced at the forthcoming Board meeting on 8th October 2019.

Thirty-three of you put your names forward this year for the two vacancies from whom the Nomination Committee had to select ten candidates for your consideration. Thank you to all who put your names forward. For those who were not selected I encourage you to continue your interest in the affairs of the Resort and to stand again in future ballots.

Your new Advisory Board will take office following the conclusion of the Open Forum Meeting on 8th October 2019.

It is with sadness I have to inform you that one of our former Board members Mr Michael Brooker died in February of this year. Michael was our Vice-Chairman when he demitted office from the Advisory Board in October 2017. Whilst Michael was on the Board his contribution was significant and our sympathy goes out to his wife Mary and to his family.

I would like now to turn to the "European Resort Owners Coalition" (EUROC) and the Reserve for Replacement Fund.

EUROC

The "European Resort Owners Coalition" is a newly-formed timeshare owners association based in London and set up earlier this year to represent the interests of timeshare owners across Europe. At a seminar at the beginning of September EUROC advised some forty resorts had signed up for 2020 representing some 100,000 owners. Please refer to EUROC's website at www.euroc.eu where you will see a detailed description of the organisation and what its Purpose and Benefits are.

Under the Benefits section it states that cost of membership is £3 per owner however, EUROC has introduced a "Collective Group Membership" for larger developer groups such as MVCI of €1.12 per owner which for Playa Andaluza would translate to less than €1 per owner week. Discussions have been held with MVCI's other four European resorts (Marbella Beach Resort, Club Son Antem, Village d'Ile-de-France and 47 Park Street) and in principle subject to the other resorts agreeing to join, it is proposed that Playa joins EUROC in 2020 with a review after two years. The membership fee would be collected as part of the maintenance fee; MVCI has agreed that it would not be subject to the 15% management charge.

Reserve for Replacement Fund

You will recall that last year we deferred a proposal on how to solve the impending funding shortfall in the Reserve for Replacement Fund. At the forthcoming Board meeting we are planning to finalise the detail of the adjustments that will be required in the contributions to the Reserve for Replacement Fund going forward to satisfy the planned investment through to 2024.

Finally, on a personal note, the next Board meeting will be my last as I am retiring from the Advisory Board. It has been an honour and a pleasure to serve on the Board and to represent you, the Owners, and to work with the Management for the benefit of the Resort. I wish the new Board and the Management my very best wishes for the future.

I commend you now to the General Manager, Mr Wiel Gooren's Operations Update that follows.

Thank you, and enjoy your vacation.

Jan K de Vries

Chairman

For and on behalf of the Advisory Board of Directors

Fall 2019

Dear Marriott's Playa Andaluza Owner,

Summer and autumn time in the Costa del Sol is truly a great experience. The perfect climate, sunny days and beach are the ingredients for a perfect vacation. The resort team worked hard over the last few months to ensure that you and your families will find new and exciting amenities at your home resort. We can't wait for the opportunity to see you again! In this newsletter, you will find updates on Playa Andaluza and inform you of improvements around the resort.

Activities

During the first half of 2019, our Holiday Owners and guests were able to enjoy several enhanced activities in which the Activities Team saw an increase in the average attendance per event. This is a positive tendency which the Activities Team strives to maintain. Another successful activity introduced earlier this year is yoga. Based on requests from Holiday Owners and guests, the Activities Team acquired the necessary training to provide this high demand activity. Feedback has been very positive and we are happy to have this offer this new fitness class.



Apart from activity program improvements, onsite facilities were also upgraded. The gym was recently renovated houses a selection of high-end strength and cardio equipment, as well as state-of-the-art body weight training apparatus. We hope you will take advantage of the facility during your next vacation.

For our younger crowd, we are excited to reveal the upcoming installation of three new "retro style" arcade machines to the Games Room. The machines boast a huge selection of classic video games. These nostalgic gems will surely bring a smile to the faces of kids and adults alike, and as an added bonus, the machines are complimentary. We look forward to welcoming users of all ages to the upgraded Games Room shortly.

Front Desk and Concierge

Holiday Owners and guests checking in to the resort will soon notice that items such as resort maps, welcome packs, lobby posters and apartment keys will have a new look and feel in line with a company-wide change. Among the most obvious changes is the redesign of the brand logo.

This enhanced brand feel will furthermore be apparent in the new pre-arrival email, soon to be sent to Holiday Owners and guests shortly before arrival. The email provides an opportunity for you to select your preferred activities, tours, and dining experiences prior to arriving at the resort. Also, worth mentioning is the new tour offering "Caminito del Rey," which will be available beginning in September. This thrilling, cliffside pathway made headlines internationally, and due to high demand, it is usually sold out. Fortunately, the concierge team will be able to offer these highly sought-after tickets to Holiday Owners and guests staying at the resort. Apart from this new tour, the concierge team recently collaborated with Garcatri, an Estepona-based transportation company, to provide airport transfers in upscale vehicles at competitive pricing. For more details, please contact the concierge.

Housekeeping

To maintain a high standard of equipment available in the apartments, all baby cribs were recently replaced. As an addition to the kitchen amenities, Holiday Owners and

guests will now find a small supply of baking paper available in the apartment. Also, Housekeeping will soon replace the current hand towel with a larger towel.

Engineering

In addition to making improvements around the resort, the Engineering Team has evaluated how to reduce utility costs. The hot water boiler in the Granada building was replaced and included a new heat pump to reduce electricity consumption. Compared to last year's consumption, we've already seen a reduction since replacing the boiler. The chemical injectors for the pools were changed and the new injectors are computerized and controlled remotely, which gives us a better control on chemical consumption. An anti-tip system was installed on all hardware higher than 76 cm in the apartments. Low consumption lights are being replaced with LED bulbs to save energy consumption. Later this year, the fire pump will be replaced. The works related to the fire pump installation will not have a direct impact on you during your stay.

Landscaping

Some plants around the resort are being replaced to give a fresh new look to the landscape. A local olive tree that is approximately 100 years old was planted in our gardens in an effort to keep the Spanish Andalusian feel in our beautiful landscaping.



Maintenance Schedule

Many Holiday Owners inquired about our maintenance schedule and when projects are planned. The most updated schedule is available for you to review at MarriottVacationClub.com. You may also contact the resort directly with any specific inquiry you may have. As with any large resort, this schedule is subject to change at any time and dates may be moved and projects added. We will do our utmost to minimize the impact on your stay.

Television Channels

Television channel information was included in past newsletters and we are still often asked if it's possible to have more English or other European television channels. The current non-Spanish television channels are free-to-air satellite channels. Under European law, there is no automatic right for you to watch UK or other European countries television channels, like BBC TV and ITV, in Spain or other European countries. Under the Europeans Freedom of Information Act, you have a right to receive a channel in your own language. However, the law does not state WHAT channels must be made available. For this reason, most EU countries have at least one European television channel in their own language. For English, the channels are BBC News and Sky News and for French, it's France 24. These channels are available at no charge via satellite in most of Europe.

The main obstacle is how the copyrights, broadcasting rights contracts for programmes between programme-makers governing bodies and the broadcasters, are made for this. Channels such as ITV, SKY and Sky Sports can only be legally broadcasted in country of origin. The EU is looking for cross border television allowing temporary travelers access to their own channels or digital content in other EU-member states. BBC-iPlayer is an example.

We have installed Chromecast on all living room televisions, allowing you to transmit streaming services, such as Netflix, from any iOS device. The new televisions also provide direct access to YouTube.

Solera Restaurant

Chef Chappy and his team designed a new menu based on the most traditional Spanish dishes and recipes. While days and times may occasionally change, this culinary offer goes from speciality burgers on Mondays, stews on Tuesday, espetos on Wednesdays, learn from our Chefs how to prepare the best Paellas and freshest Sangria included with our famous fusion Flamenco Show on Thursday, Andalucía, Retinto beef on Fridays to dishes based on local fishes on Saturday and Sunday. These specialities can be combined with our daily a la carte menu, which is based on the freshest seasonal products from our local market.

The Solera Pool Bar team noticed a growing trend across Holiday Owners towards healthier eating and drinking. Fruit is an essential part of a nutritious diet, and while still on the menu are the famous chicken wings, chicken tenders and calamari, our smoothies fit perfectly with the all-natural trend as they are all made with 100% fruit and no extra sugar added.

The Marketplace

The Marketplace is your 'convenience store around the corner' and is open 24 hours year-round¹, including Sundays and bank holidays, to help make your vacation easier by being able to buy your groceries at the resort, even if you arrive late.

In addition to our top selling morning pastries, The Marketplace now offers a new high-quality bread selection, all made using faithful and committed artisanal techniques. These breads are 100% natural and made with sourdough, which undergoes a long fermentation process for a fuller flavour.

Pizza Cucina

Pizza Cucina is your take-away pizza at Playa Andaluza. We offer a concept that focuses on the art of making pizza by hand. Using a special blend of pizza and ciabatta doughs paired with a choice of meats, cheese and fresh toppings, each Pizza Cucina option is masterfully handcrafted in our kitchen. In your apartment, you will find a take-away menu for those evenings when you don't feel like cooking and prefer to enjoy time with your family. There are always specials available at Pizza Cucina; please ask for available promotions when ordering.

Social Media

Please follow us on Instagram and Facebook to be closer to your home resort. Below you will find web addresses where you can see the latest updates from Playa Andaluza. Click on an icon or copy and paste a link into your browser.



<https://instagram.com/marriottsplayaandaluza?igshid=1nfdd8zv6t1d2>



<https://www.facebook.com/MarriottsPlayaAndaluza?fref=ts>

Spirit to Serve Events

Spirit to Serve is a social responsibility and community engagement program supported by each Marriott Vacation Club resort. The objective of the program is to help make every community where Marriott Vacation Club has a presence a better place to live and work. Below are highlights of resort initiatives from earlier this year:

- In April, 31 associates donated blood and two associates donated marrow
- In May, 22 associates removed kilos of litter on pathways and trails of "Puerto Rico" an area in the mountain of Marbella

- At the end of May, we began selling tickets to raise 800 Euro for the charity association, *Somos tu Ola*. Money collected will be donated to a local girl, Sarah A., for prosthetic feet and hands after she lost hers to meningitis complications last summer. You can follow her story on <https://somostuola.es/en/en-about-us/>
- We collaborated with the Alzheimer Association of Estepona by donating eight cheeses for its annual charity event. Our associate, Ana Rivas, volunteered her time for this event

Owner Services

Owner Services in Cork is available to assist with booking your holidays or with any information regarding your membership. At the Resort Information Centre, a toll-free telephone is available for direct access to Owner Services. Owner Services may also be contacted at:

Marriott Vacation Club Owner Services
Cork Airport Business Park
4700 Kinsale Road
Cork, Ireland
+353 21 730 4444
(Toll-free) +800 88 55 66 77
(Fax) +1 863 513 1948
europa.services@VacationClub.com

The entire Playa team and I look forward to welcoming you back to beautiful Costa del Sol and to your home away from home – Marriott's Playa Andaluza!

Sincerely,

Wiel Gooren

General Manager
Marriott's Playa Andaluza

Times and days may change without prior notice.