

May 24, 2019

Dear Owner:

I am excited to share with you the latest edition of Marriott's Oceana Palms Newsletter. In this Newsletter, you will read about the 2018 Owner and Guest Satisfaction Survey results, an overview of 2019 upgrades, an update on the Amrit Ocean Residences construction project to the south of the resort property, an opportunity to serve on the Board of Directors, revised resort policies and more.

Owner and Guest Satisfaction

2018 ended on a great note! The Overall Owner Satisfaction score was 91.1. We thank you for your continued feedback on the Guest Satisfaction Survey. Please remember to complete the online survey after each vacation– your input allows us to personalize and improve services. We want to know exactly how a positive impression was made, and what we can do to make your visit even more memorable. Most of all, your comments are used to constantly improve operation and processes. Of course, if you are at the resort, I encourage you to make us aware of anything we can do to make your vacation time more enjoyable! Another great way to share your feedback is at the weekly Owner's Forum. At the Owner's Forum, resort and refurbishment updates are shared, updates on Amrit Ocean Residences construction are provided as well as updates on seasonally based initiatives, such as efforts to support Children's Miracle Network. This meeting typically lasts one hour. The location and time can be found in the Activities Guide.

In conjunction with your Guest Satisfaction Survey, please remember to share the name of any resort associates or leaders who made a particular impact on your stay. This allows them to achieve a "Way to Go" recognition, which is our organization's program to commend and acknowledge valued associates for making a difference and providing exemplary service. In 2018, our associates were recognized by name 501 times, which is about 50% of every survey submitted! Each year, Marriott Vacations Worldwide recognizes associates who receive milestone "Way to Go" mentions. We're proud to announce Eric Davis, one of our outstanding Fitness Instructors, received 40 Way to Gos in 2018. Bailey Hopkins, Activities Manager, is closing in on 400 Way to Gos! Our team is ready to say "YES" and we truly want to thank you for letting us know if we created unforgettable memories and delivered awesome vacation experiences for you.

Pre-Arrival Requests

Please remember to complete and return the pre-arrival questionnaire emailed to you prior to your arrival, as it will help us prepare for your vacation. To ensure satisfaction in villa assignment, the Front Office team will attempt to reach you directly if they cannot meet one or more of your requests. Either by email or phone, a Front Office associate will present options that meet your requests as closely as possible. We always do our very best to accommodate as many Owner requests as possible. Please remember all weeks are floating time and units and the view in a single category may vary. If for any reason you have questions regarding your villa assignment or the villa assignment process, please contact the Front Office Manager at 561-227-3611 for further assistance or explanation.

2019 Upgrades

The resort team has been busy this year completing projects designed to enhance the resort. Highlights are as follows:

- New and improved beach equipment, with significantly improved complimentary beach chairs, as well as complimentary lounge furniture and hammocks, and a variety of beach games to enjoy.
- Beach umbrellas, cabanas and day beds are available for a nominal fee.

- Enhanced food and beverage offerings have been added at the Turtle's Nest and at the Beach Shack.
- Wi-Fi upgrade – the improved equipment and coverage will enhance your enjoyment around the resort and even down at the beach.

For those of you that enjoy the views of the Intracoastal, we are confident you will enjoy the newly refurbished Sunset Tower which was completed in October of 2018. The refurbishment included soft goods to all Sunset villas, common areas and Teen Den.

- New charging stations have also been added across Sunset and Sunrise Towers providing additional locations to charge electronic devices in your villa.
- New shuffleboard tables, ping pong tables, soccer nets and pool tables have been added to our Backyard and Putting Green area. These areas are fun for the entire family.

Resort Activities

Our monthly resort Activities schedule continues to offer a variety of engaging activities with the goal of enhancing your vacation experience. During your next vacation, be sure to check out some of our tastings like Wine Down Wednesdays and the Art of Bourbon Pairing. Also, enjoy our Build A Buddy Workshop event and create your own stuffed animal or relax at the Campfire Movie Night and make your own S'mores around the fire while enjoying a movie.

Loggerhead Turtle Nesting

As always, we appreciate your patience between March 1 – October 31 as Loggerhead Turtle Nesting is observed, which greatly impacts our ability to control seaweed, as well as significantly reduces the lighting around Oceana Palms.

Pool Chair Policy

As a reminder, pool chairs are not allowed to be reserved or left unattended for longer than 45 minutes. This ensures the right balance of fairness and enjoyment of the pool deck for everyone.

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

Children's Miracle Network

Each year the resort hosts and participates in events to raise money for Children's Miracle Network (CMN), and more specifically Shand's Hospital in Gainesville and Arnold Palmer Hospital in Orlando as well as local Children's Hospitals in West Palm Beach. Money is raised in a variety of ways, from the sale of wrist bands at check-in, weekly 5K walks, Treadmill Challenge, donations to the "Hero Wall", participation in local sporting events, hosting the Torch Relay for CMN Hospitals event and weekly events such as "Golf with the GM." Through these many events, we surpassed our goal of \$16,000 and raised over \$25,000 in 2018! Thanks to your donations, Oceana Palms finished in first place in the Florida/Caribbean Region in total fundraising per unit week at .50 cents per unit week. Our goal in 2019 is to raise the bar and generate \$1 per unit week!

Amrit Ocean Residences Resort and Spa

Construction on the project immediately adjacent to the south of Oceana Palms resort is well underway. The project broke ground in early 2018, and in less than a year both towers were erected. Progress continues in 2019 with the developer stating a goal being completed by year end 2019, and occupancy beginning in first quarter of 2020. Our team is utilizing pre-arrival communication to Owners, as well as keeping active pictures of the project, so all Owners can understand what current state of villa view exists. We are

optimistic that every villa will maintain a view of either the Palm Beach Intracoastal or the Atlantic Ocean. Noise and debris related to construction continue to decrease; however, we know we will experience increased shading on the pool deck, specifically in the winter months of Daylight Savings Time. Rest assured, the staff at Oceana Palms is here to take phenomenal care of you and your family, and we are confident you will continue to greatly enjoy the resort experience of your resort.

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 member(s) to serve on the Board of Directors. Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit a [Volunteer Form](#) to the Association. Volunteer Forms must be submitted by July 1, 2019.

To access the form, click on the link in this letter and you will be directed to MarriottVacationClub.com where you will be prompted to log in using your MarriottVacationClub.com User Name and Password. If you do not have an account, click "Create a New Account." If you have an account and encounter challenges logging in, click "Forgot User Name or Password" on the website. For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

A Volunteer Form can also be obtained by contacting Heather Smith, Executive Assistant, by phone at 561-227-3608 or via email at heather.smith@vacationclub.com.

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 Association business and share information via email and conference calls; additional Board Meetings and Committee Meetings are held as needed. Please ensure you have time to commit before volunteering.

Please note your current Board of Directors:

Ray Corbin – President
Ann Huffty – Vice President
Sally Rich – Secretary/Treasurer
Ronald Ellis - Director
Paul Ryan – 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 Oceana Palms. We look forward to welcoming you back to your "home away from home".

Sincerely,

Andrew Mitchell
General Manager
Marriott's Oceana Palms

Message from the Board of Directors

A special hello to our fellow Owners! As Board of Director members, we want to assure you we represent you the Owners in the most professional way possible and work hard to make your vacation experience our top priority. Your support of our initiatives is critical, and we thank you for your suggestions and feedback while vacationing at the resort. We strive to keep maintenance fees increases below industry average and so far, have accomplished this goal. This is supported in large part due to the diligent focus on savings that Andy and our onsite Management team regularly achieve. We also applaud Andy and his team in their relentless endeavor to showcase their hospitality at your home away from home. So many times, I have heard what a wonderful staff there is at Oceana Palms and I must totally agree! Enjoy your time at Oceana Palms. Should you wish to contact the Board, you may email us at mywowOwnerboard@vacationclub.com. Please allow 24-48 hours for response time as this mailbox is not monitored daily.

Ray Corbin

President

Marriott's Oceana Palms Condominium Owner's 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 of the Association. 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 of your Association.

TO BE CONSIDERED, YOUR FORM MUST BE RECEIVED BY JULY 1, 2019

Name: _____

Address: _____

Occupation: _____
(If retired, list primary occupation prior to retirement.)

Contact information: (Telephone) _____ (E-mail) _____

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 Oceana Palms – The Palm Beaches
Attn: Heather Smith, Executive Assistant
3200 North Ocean Drive
Riviera Beach, Florida 33404
Fax: 561-227-3646
Email: heather.smith@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 JULY 1, 2019