



Dear Owner:

I hope you and your family are off to a great start in 2020! We are very excited for 2020 and are delighted to share with you several updates from your beautiful vacation destination located in a desert paradise.

Activities

In 2019, the Activities Department began enhanced poolside experiences with the creation of Poolside Pleasers, which will continue into 2020. Throughout the week, the Activities team circulated the pool decks with complimentary sliced watermelon, frozen lemonade, popsicles, smoothies, frozen grapes, and adult beverages. The Activities team also introduced additional "At Your Leisure" poolside games by installing concrete cornhole boards, ping pong tables and a pool table to the poolside bar areas. The team introduced Oktoberfest which featured a live Bavarian band every weekend in October and will be continued again this October. Throughout the year, a Camp Fire Social was hosted at the Snakebites Pool and included s'mores, candied apples, live music and unforgettable memories. The Marriott Golf Academy introduced a live golf show and hosted a Longest Drive contest with TaylorMade Spider Putter awards. The Activities Team continues to harvest new fitness and activities experience events and looks forward to seeing you during your next visit.

Front Office

In 2019, the Front Office Team launched a new platform which allows Owners, upon arrival, to communicate with the resort via text message during their stay. The new tool allows Owners and guests to send a request, such as shuttle pick-up or a property question via text from a mobile phone. Since August 2019, over 35,000 requests have been received.

Complimentary high-speed internet was recently upgraded, and the resort now offers over 100 newly added hotspots with increased bandwidth capability. In 2020, Owners may access news sources utilizing the INKL app, a digital avenue for daily access to many of the world's daily newspapers, at no additional charge. This application replaced the USA Today newspaper. Various newspapers remain available for purchase at the Marketplace.

Golf

Marriott's Shadow Ridge Golf Club continues to be held in the highest regard in the local and national golf community. The course once again successfully hosted Stage 1 of the LPGA Tour Qualifying School in August 2019. In January 2020, the course announced a new partnership with True Spec Golf. True Spec Golf is the industry leader in custom club fitting and building with over 20 studios located around the world. The Golf team remains committed to delivering unforgettable golf experiences to all Owners by providing world class course conditions and outstanding service.

In 2020, the course will undergo required annual maintenance as follows:

- June 22 thru June 27 and July 13 thru 16 - course aerification
- October 5 - 30 - course over seeding; the course will reopen October 31

Please note: course conditions are affected for approximately 15 days following course aerification.

For additional information, please contact the Golf team at 760-674-2700.

Green Initiatives

We are proud to continue our partnership with “Clean the World”. This organization collects and recycles soap and hygiene products from the hospitality industry. Products are recycled and donated to domestic homeless shelters and to 118 countries. In 2019, the resort donated approximately 10,000 pounds of soap, which created nearly 30,000 new bars of soap.

The resort team continues to focus on reducing our footprint on the environment by increasing conservation savings and recycling efforts in conjunction with our resort-wide recycling program. In 2019, 250 tons of trash were recycled and diverted from the local landfill.

In addition to enhancing the resort, the desert landscape around the resort requires less water usage thus reducing our carbon footprint.

Projects

The largest project completed in 2019 was refurbishment of villas in 17 buildings.

Replacement of soft goods, which began in August 2019 and was completed in December 2019, included Villages buildings 1600-2100 and 2600-3000 and Enclaves buildings 4000-4500. The scope included replacement of furniture, window treatments, carpet, patio furniture, kitchen faucets, bathroom sink faucets, drains, tub handles, and shower heads. Walls and ceilings were also painted. In the original phase of the Enclaves (buildings 4300-4500), kitchen and laundry appliances were replaced, the telescoping partition door was replaced with a new barn door and LED televisions were replaced with a larger model within all six buildings.

The 1600-2100 buildings were repainted and resealed. Along with the major remodel projects, the tennis court windscreens were replaced, and the surface was resealed. The volleyball court sand was replaced and recompact. Additionally, all resort entry kiosks were upgraded. We hope you will enjoy these upgrades for years to come.

Safety & Security

Our Safety & Security Team continues to enhance safety and security awareness for Marriott’s Shadow Ridge Owners and guests. The team has implemented a new system, Chargerback, used for reporting, tracking, and shipping lost & found items. The new system allows Owners and guests to pay for shipping more efficiently without the need for credit card authorization forms and allows for a quick, streamlined process for the return of items. In addition, the team implemented “walk and knock”, a proactive approach to minimizing noise complaints from Owners and guests, which was ranked among one of the highest concerns in 2019. The “walk and knock” system was effective in 2019, and we anticipate a substantial reduction in noise complaints in 2020.

Reservation Reminder

As you make your 2020-2021 vacation plans, please remember reservations can be made beginning at 9:00 a.m., Eastern time, 12 months prior to the first check-in date of

your desired week. If you have questions about this information or would like to make a reservation, please contact Owner Services at 800-845-4226 or visit marriottvacationclub.com.

Our Owners have a tremendous sense of pride in Marriott's Shadow Ridge. As a result, the resort enjoys high Owner occupancy during certain periods of the year. Due to the high number of Owners we welcome back each week, we are often challenged by specific villa location requests.

When Owner occupancy is high, we receive many requests for certain views and floors that we are not always able to fulfill. We have implemented a rotation system to assign villas. If you have requested and received a floor (or certain view) during your previous stay, we may not be able to honor that request on your next visit. This will allow us to fulfill a request from an Owner who had the same request in the past but was unable to secure a low floor or waterside view during their last stay. Naturally, we will continue to do our best to honor as many Owner requests as possible. Please remember all weeks are floating time, and units and views cannot be guaranteed.

To submit your villa preference(s) in advance of your next stay, our Shadow Ridge Pre-Arrival Team will contact you 55 days prior to your arrival via email or telephone to assist in planning your vacation and discuss any needs, such as dinner or activity recommendations.

Opportunity to Serve of the Boards of Directors

At the next Annual Meeting, scheduled for October 30, 2020, Owners will elect members to serve on the Boards of Directors. Any Owner desiring to become a candidate for election to the Boards of Directors must complete and submit a Volunteer Form to the Associations. Volunteer Forms will be sent to all Owners in May. We encourage you to complete the form and support the Associations.

We can only provide the kind of personalized service you've come to expect from us with your continued input, so please remember to complete the online Guest Satisfaction Survey after your stay. We want to know how we made a positive impression, and what we can do to make your vacation even more memorable. We also recognize and reward associates when they go above and beyond to ensure your satisfaction, based on your feedback.

On behalf of the entire team, thank you for choosing to make Marriott's Shadow Ridge your perennial vacation choice. We look forward to serving you throughout 2020 and are committed to creating a truly unforgettable vacation experience for you, your family and friends.

Sincerely,

Matthew Barker
General Manager
Marriott's Shadow Ridge