



Dear Owner:

I hope you and your family are off to a great start in 2019! We are very excited for 2019 and are delighted to share with you several updates from your beautiful home located in a desert oasis.

Activities

In 2018, the Activities Department focused on the poolside experience. The focus from last year was carried into 2019 when poolside tents at both Chuckwalla and Enclaves pools were installed. The poolside tents will be used by the Activities Team to host a variety of events. The tents make Activities more accessible for our Owners and guests. The Enclaves pool area continues to develop more technology-based programs using the media wall which makes it very easy for Owners and guests alike to participate in activities without even leaving their pool chair or the pool! Smart phones can be used to interact with the media wall to participate in a variety of events. Weekly socials continue to be popular and feature beer, wine, sangria and the newly added Night Market vendors. The Night Market has been enhanced with the addition of a taco cart. I hope you and your family will participate in the various social events as it provides a great opportunity to meet fellow Owners and members of the Leadership Team.

Front Office

The Front Office team finished 2018 strong with an increase in Owner and associate satisfaction scores. Based upon your feedback, our friendliness, understanding your needs and villa assignment scores continue to remain amongst the best of our sister resorts.

We realize a major component of an unforgettable vacation experience is villa location and assignment. Prior to your next visit, we encourage you to submit your villa preferences. Please contact the Pre-Arrival Team by phone at 760-674-2659 or by email at mvcctdsr.prearrival@vacationclub.com.

Golf

Marriott's Shadow Ridge Golf Club continues to be held in the highest regard in the local and national golf community. Recent recognition includes a Top 10 national ranking in course conditions, according to Golf Advisor. The course is also listed as a Top 200 Resort Course in the country, according to Golfweek Magazine's Ultimate Guide to Golf Course Living. In August 2018, the course successfully hosted Stage 1 of the LPGA qualifying school. In addition to the world class course conditions and facility, the team remains committed to delivering an unforgettable golf experience to all Owners.

In 2019, the course will undergo the following important and required annual maintenance:

- Course aeration – June 17-20 and July 15-18
- Annual course over seeding – September 30-October 25; the course will reopen October 26

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

The resort team continues to focus on reducing our footprint on the environment and during the past year the results proved our work has never been stronger. Continuing awareness and partnerships locally allowed the internal recycling program to continue to grow. Your help minimizing waste during your vacation helped tremendously.

We are very 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 118 countries. In 2018, the resort donated 10,400 pounds of soap, which created nearly 30,000 new bars of soap.

Projects

Our goal is to continue enhancing aging assets as well as incorporating new and innovating projects. In 2018, improvements included renovating the Roadrunner Pool area, painting the exterior fencing and restrooms, and re-plastering the pool and spa with a new durable pebble technology. The new Enclaves Snakebites outdoor gathering area provides a warm and inviting firepit and outdoor lounge furniture with wonderful views of the pool. Another enhancement to the property was renovation of The Grill at Shadow Ridge, completed in January 2019. Updates to the flooring, paint and wall décor elevated the environment with modern patterns and design. Early reviews are very positive of the exciting changes!

Currently all tennis and basketball courts are being resurfaced. In addition to fresh playing surfaces, each tennis court will now have pickleball striping for greater accessibility.

In 2019, we will continue to focus on enhancements including new barbeque lights, new pool furniture equipment for the Enclaves pool area, and renovation of Mirage Activities Center. A property-wide fire alarm project entailing replacement of in-room fire detection equipment with an upgraded system in the Villages is scheduled. Also, we are excited about the 2019 villa refurbishment! Refurbishment will be completed in five phases, three phases in the Villages and the entire Enclaves complex, and will include replacement of case and soft goods. Refurbishment is scheduled to be completed during the third and fourth quarters.

Safety and Security

Our Safety and Security Team continues to enhance safety and security awareness for Marriott's Shadow Ridge Owners and guests. The team has implemented several programs to help mitigate potential safety issues and concerns. Our relationship with local emergency response teams has proven beneficial in the arena of countering safety and security issues. We have increased a safety and security presence throughout the property, including at our most popular amenities, the pool areas. Efforts include monitoring potential hazards, such as floatation devices, coolers, outside alcohol and pets.

Reservation Reminder

As you make your 2019 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.

Opportunity to Serve of the Boards of Directors

At the next Annual Meeting, scheduled for October 24, 2019, 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. The Volunteer Forms will be sent to all Owners in May. We encourage you to complete the form and support the Associations. The deadline to submit a form is June 25, 2019.

Your opinion truly guides everything we do and we love to hear from you. During 2018, we received the most Owner and guest feedback that has ever been received in a year. This increase in volume was an accompaniment of very positive results from your perspective as Shadow Ridge enjoyed its highest Owner and Guest Satisfaction Scores ever. Thank you for sharing your comments; I sincerely appreciate your commendation of both the resort and team.

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 2019 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