

June 27, 2018

Dear Marriott's Aruba Ocean Club Owner,

It is my pleasure to introduce you to the [Summer 2018 Newsletter](#) along with a message from your Board President! In this issue, you'll learn about the latest developments, as well as providing you with some important reminders.

Please contact me with any questions or clarifications by email at Erwin.Noguera@marriott.com or by phone at 011 (297) 520-6088.

Warm regards,

Erwin Noguera

General Manager

Marriott's Aruba Ocean Club

Message from your Board President

Dear Marriott's Aruba Ocean Club Owners:

It is truly an honor to serve you! I am committed to keeping your "home away from home" one of the best resorts in the Caribbean and within the Marriott Vacation Club network.

First, I want to compliment Erwin and his team for doing an excellent job; and thank them for their unlimited efforts to provide Owners and guests the best service and vacation experience possible. As a Board, our strategy over recent years has been to reduce operating expenses while, at the same time, grow reserves to fund the improvements necessary to keep our home away from home at a standard we have all come to expect and be proud to own.

The team is continually focused on projects to improve operating efficiency and reduce expenses wherever possible. We recognize the sensitivity to increasing annual maintenance fees, as well as trying to avoid special assessments. As a result, they have achieved a 1.41% overall reduction in operating expenses from 2015 to 2017. The utility expenses, electricity and water, during the same time period was reduced by \$503,422. This has been a difficult feat to accomplish since costs continue to rise. The team deserves kudos and we applaud their continual efforts.

We are excited about the Lobby Renovation which will begin in mid-September and will be completed by the end of October 2018. We have received numerous positive feedback on the renderings that have been posted in the lobby since December. When you arrive after October of this year, you will enjoy an enhanced Port Cochere, Lobby and Patio experience. As a reminder, the pool and rock structure will be refurbished during the month of September as well.

I am also happy to announce that your Board of Directors and the Marriott Vacation Club team have approved the Villa and Corridor designs for the 2019 major twenty-year renovation. In the newsletter attached, you will find both the renderings for the lobby and the approved designs for the villas and corridors. It is very exciting to see this plan come together after years of design discussions. Some highlights include new energy efficient windows and sliding glass doors, flooring, kitchen cabinets/appliances, king size beds and table with chairs in the Lock-Off Unit, and many other improvements.

At the 2018 Annual Meeting, the Board of Directors and Management recognized both Anthony Ferraro and Paul Ryan for their dedication for the Term they served from 2015 to 2018 with a commemorative plaque.

I would like to welcome Mr. William "Bill" Newton elected to the Board of Directors at the Annual Meeting. Anthony Ferraro and Paul Ryan were re-elected for another term.

Your Board of Directors as of May 2018 are:

	<u>Office</u>	<u>Term</u>
Andrea Allen	President	2016-2019
G. William Newton	Vice-President	2018-2021
Irwin Cohen	Secretary / Treasurer	2016-2019
Anthony Ferraro	Director	2018-2021
Paul Ryan	Director	2018-2021

My fellow Board members and I, along with the resort operations team, are committed to offering you a great product that we can all be proud of, while keeping in mind any future cost implications that we feel would negatively impact our maintenance fees.

Since your feedback is extremely important, I want to stay in touch with you. You can send your comments and suggestions to the Board of Directors at the following email address: aoc.ownerboard@marriott.com.

I thank you all and I am committed to serving you.

Andrea Allen
Board President

Aruba Ocean Club Owner's Website, Board Member, Irwin Cohen, continues to update the Aruba Ocean Club website (arubaoceanclub.com) with the latest news in the "Hot Off the Press" section or under the "News" tab. The website is unique as it allows Aruba Ocean Club Owners a simple and easy way to list their villa for sale, rent or trade. By dealing directly with fellow Owners, you can avoid high sales and rental commissions charged by Marriott and brokers. Please note: This website is managed and paid for by the Association and does not in any way represent Marriott Vacation Club.

SUMMER 2018 NEWSLETTER

On behalf of the resort operations team, hope 2018 has been a great year so far! The team members are excited for the upcoming 2018 lobby renovation and the recently approved 2019 villa renovation. In this edition, we provide you the renderings for both the lobby and villas for your viewing, these renderings are also posted in the main lobby.

2018 Lobby Renovation (Mid-September to October 31, 2018)

The renderings, since being displayed in the main lobby, have received mostly positive comments to date. Owners find the design in keeping with the Aruban, tropical and Caribbean feel that many Owners wish to maintain throughout the facility. The lobby renovation is scheduled to start in mid-September of this year with completion planned at the end of October.

What can you expect? The major lobby renovation will be phased in a manner that operations and lobby activity can continue albeit with temporary desk locations, conditions and detours. All retail stores, café and restaurant will continue to operate.



2018 Pool Renovation (September 2018)

Owners with existing reservations arriving in September continue to receive monthly email message reminders that the pool will be out of order for resurfacing and upgrades. Aruba Marriott Resort's main pool continues to be accessible to Owners with exception of the adult pool. Marriott's Aruba Surf Club will assist with a limited quantity of pool passes so that pool lovers have alternatives.

2019 Villa and Corridor Renovation (mid-July 2019 to November 30, 2019)

The villa and corridor renovation is scheduled to start by mid-July 2019 and is estimated to be completed at the end of November 2019. This 20-year renovation scope of work will have related construction noise that comes with any major renovation. Please keep this in mind when planning your 2019 vacation. Note: there will be no construction or renovation work on the pool deck and public areas. Email communications will be sent to Owners with reservations during the renovation timeframe.

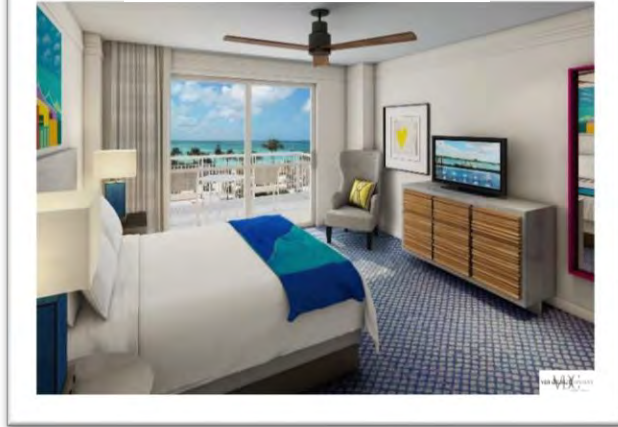
Master Villa - View towards Entry/Kitchen



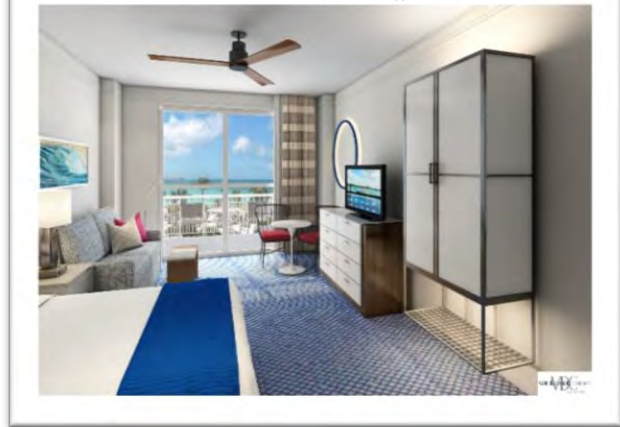
Master Villa – View from Entry/Kitchen



Master Villa - Bedroom



Guest Bedroom (Lock-Off Unit)



Resort Enhancements and Additions

The public areas and building facades continue to receive positive feedback from return Owners and visitors alike, Feedback received on the resort’s well-maintained facilities are a clear indicator of satisfaction. Two additional accessible palapas were added bringing the total accessible palapas to four. Owners who have not stayed at the resort in recent years have noted their satisfaction with the various upgrades around the resort, such as the ground level hot tub, playground area that includes fire pit and BBQ grills, shuffleboard, putting green and yoga stretch area. Feedback received is also positive on minor upgrades within the villas such as smart thermostats and comfort height commodes.

Laundry Baskets

A tall wheeled laundry basket with retractable handle has been added in each villa. These new wheeled baskets are practical due to the distance between most villas and laundry rooms.

Social Hour

Attendance at the weekly “Social Hour” continues to be high and consistent year over year. Owners enjoy hearing announcements on the latest resort updates, available activities, energy and water conservation efforts, introduction to management associates in attendance, and community charities supported on behalf of the Association.

Beach Furniture

The beach experience has seen a positive impact with the addition of 150-comfort height chaise lounge chairs. Total chaise lounge chairs on the beach is 549. These comfort height chaise lounge chairs have been well received by Owners and guests alike.



Upper Level Hot Tub

We have added a water cooler and emergency phone at the upper hot tub area.



Green Initiatives/Energy Conservation

2017 energy consumption levels remained stable at the 2016 consumption levels. The team is focused on maintaining energy management systems that manage the consumption levels.

Green initiatives currently built into the future reserve projects that will contribute to energy conservation program include energy efficient sliding doors and windows scheduled with the 2019 villa renovation. As part of the validation process for energy efficiency, low emissivity glass; also, commonly referred to as Low-E glass sliding doors and windows were installed during the summer of 2017 in two villas each located on the ground floor (villa 5160/61 in the south tower and Ocean Front villa 5130/31 in the north tower). Low-E glass is comprised of extremely thin layers of low emissivity materials, reflecting the interior temperature back inside, which should keep the room cooler.

Owner Learning Center

[Marriott Vacation Club Learning Center](#) offers webinars to Owners on a variety of topics. They are free and are available live or on-demand.

Local Updates

Taxes

After the Aruban general elections in September 2017, a new government is in office and announcements were made regarding the new tax policy. Certain changes will have a direct impact as follows: the BBO and BAZV (local sales taxes) will be increased from 3.5% currently to a total 6.0% as per July 1, 2018.

Beach Policy

There has been a recent change on how and where beach lounges are to be kept at the end of the day: the policy requires that no beach lounges be left at the palapas at the end of day, instead they are to be stacked nearby. Any further changes will be communicated via future newsletters.

Way to Go! 2018 - Associate Recognition

This year, we celebrate the achievements of the 200th Way to Go! mentions obtained in 2017 by Philip Martinus of the Recreation Department/Pool & Beach! Philip was recently recognized along with fellow associates from Marriott's Surf Club along with other Marriott Vacation Club associates from around the globe. The award ceremony took place in Orlando, Florida. Linda Henriquez also from the same department as Philip, was also in attendance. Linda was a 2017 nominee that could not attend the event last year.



Philip is third from the left. Linda is first person on the right. Also shown are fellow associates from Marriott's Surf Club.

Community Service

Red Cross of Aruba

We continue to donate discarded linens and towels to the Red Cross. Last year these donations went to hurricane relief efforts on the Dutch Caribbean islands impacted by Hurricane Irma. In addition, we also donated non-perishable foods left in the donation food chest located in the lobby.

Harvest for Hunger

The Marriott Vacation Club community food drive program typically held during the Thanksgiving holiday and Christmas season will now run continuously throughout the year. We provide donations to Fundashon Pa Nos Comunidad (FPNC) and Red Cross of Aruba.

In closing, your opinion truly guides everything we do. Many of the improvements and enhancements came from the valuable feedback you provided during and after your stay.

We look forward to seeing you on your next visit to your "home away from home"!

Sincerely,

Erwin C. Noguera

General Manager
Marriott's Aruba Ocean Club