

October 31, 2019

Dear Marriott's Aruba Ocean Club Owner,

It is my pleasure to introduce you to the [Fall 2019 Newsletter!](#) 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 [Pedro.Vargas@marriott.com](mailto:Pedro.Vargas@marriott.com) or by phone at 011 (297) 520-6088.

Warm regards,

*Pedro Vargas*

General Manager

Marriott's Aruba Ocean Club



Fall 2019 Newsletter

## Dear Owners:

It is my pleasure to present this special edition of our Owners' newsletter. As you may know, Marriott's Aruba Ocean Club began the villa renovation project on July 11, 2019. This 20-year villa renovation is the most extensive project ever occurring at the resort, and it is completely transforming the villas for a new and refreshed vacation experience. We are very excited Owners who have had the opportunity to see the enhancements extremely impressed with the new villa!

The renovation includes replacement of key capital investment items such as floor tiles, new kitchen cabinets, removal of popcorn ceiling, new energy efficient and noise reducing windows and balcony doors, new balcony railings, new bathtub, furniture and décor. In addition, we added enhancements such as a full-length mirror in the master units, additional USB ports, improved bathroom lighting, a king-size bed in the standard guest units along with a table and chairs.

As you can imagine, the planning, coordination, and execution of a project of this magnitude has been enormous and not without some hiccups and inconvenience. Occupancy at the resort has consistently been high during the renovation project. Average occupancy per available room year-to-date is 94.5%. The associates and management team are focused on making sure our Owners and guests have a memorable vacation during renovations.

Completion of the renovation was projected by the end of November 2019. Key to meeting this target was securing necessary work permits for US labor. Due to unforeseen Aruba's government restrictions, only 60% of the permits were issued, creating a longer timeframe to finish each villa. As a result, we expect two-thirds of the villas, floors 3 through 6, will be finished by November 30, 2019. The remaining villas on the first and second floors will be scheduled for renovation beginning August 7, 2020, with a projected completion date of November 14, 2020. We are disappointed with this delay, but it is not within our control. Please note the delay will not cost the Association any additional expenses. This time frame to complete the project next year was chosen by Marriott because it is at the lowest point of occupancy and will provide the least amount of disruption.

While we do our very best to keep noise to a minimum, we realize the project may impact the quietness and tranquility our resort is known for. We apologize in advance for any inconvenience and thank you for your understanding. If you are not travelling during that this period, but instead you have guests or family members using your villa, kindly inform them about this project in order to avoid any unnecessary disappointment. Our team is ready to provide the kind of personalized service you and your guests have come to expect, and we will do our outmost to ensure our operations continue to run as smooth as possible.

## Villas Under Renovation



## Newly Renovated Villas

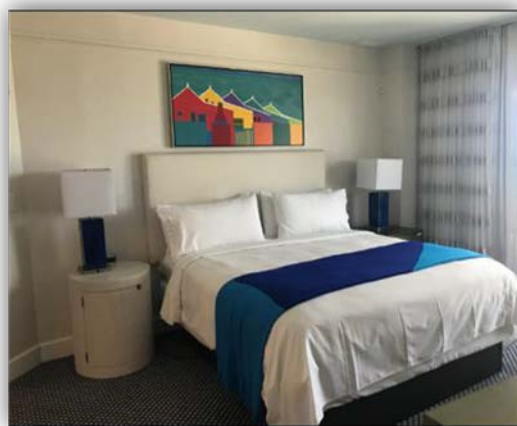
Kitchen Design



Living Room Area



Master Villa King Size



## First Check-in to a 2019 Renovated Villa – September 7, 2019

Aruba's Welcome



### Resort Enhancements and Additions

The Activities team is pleased to have introduced new activities this year including evening adult activities, such as wine socials, mixology classes, Latin mix and mingle, and a s'mores and wine and local craft beer tasting.

Owner participation at the Tuesday Owners Weekly Social Hour, featuring Caribbean music, refreshments, hors d' oeuvres and amicable interactions, continues to be well attended. Owners enjoy the setting and the opportunity to meet other Owners and the management team at the resort. The management team is present to provide updates on resort operations and answer questions. Social Hour begins at 5:00 p.m., by the water fountains.

Another project completed this year is the introduction of a new automated reservation system for reserving beach chairs. The Recreation team was able to improve the wait time and overall service of both the chair rental and chair set-up process at the beach palapas. In addition, a 43-inch TV screen was added at the Towel Hut, making it easier to view available chair inventory, making the selection process more efficient and less time consuming. This project has been well received by Owners and guests.



Additional enhancements implemented include:

- Malmok Bar & Grill offers a new breakfast experience at our resort.
- The Activities team offers Malmok Drink samplers and popsicles twice daily, while promoting resort activities.
- The Recreation team is pleased to offer a refreshing cold towel to Owners and guests to enhance their beach experience.

## Engineering Updates

The villa water isolation project is underway. The Engineering team has been installing water isolation valves in each unit. By having these valves in place, the Engineering team is able to control and suspend the water flow to a villa and water flow will significantly improve. In an event of an emergency repair or even the repair of a dripping tap, the team will no longer need to close an entire riser to complete necessary repairs. Engineering will be able to react more rapidly and efficiently to address emergency or planned repairs.

The hot water project is a necessary project to ensure hot water is distributed timely to all villas. A balancing valve will be installed at every riser and the addition of two circulation pumps which will control the water flow, and balance distribution to different locations within the building.



Electricity consumption is reduced by 3.4%, compared to the same time last year, due in part to a series of continuous efforts and energy saving initiatives implemented. The ongoing villa renovation, where air conditioning and appliances are turned off, has also assisted in reduced consumption.

In 2020, we anticipate further reduction of consumption based on the following implementations:

- Installation of cooling towers
- Replacement of HVAC systems in 155 villas
- Installation of new energy-saving villa windows and doors

## Associate Recognition

In August and September, the Supervisor and Manager of the Second Quarter for the Aruba Marriott Complex were awarded, and we are happy to share with you two of Marriott's Aruba Ocean Club finest were recognized during these events. Ricardo, Housekeeping Supervisor in charge of the Public Areas, was recipient of Supervisor of the Quarter award. Ricardo does a great job to ensure our lobby and all public areas consistently remain clean and tidy. He was also recognized for his outstanding performance and spirit to serve. Davika, Activities Manager, was recipient of Manager of the Quarter award. Davika's amazing enthusiasm and constant drive to create new vacation experiences for our Owners and guests is very much appreciated. We are so proud to have Ricardo and Davika as part of our team.



## Community Service

Harvest for Hunger is an annual community-wide campaign supported by Marriott Vacation Club. We have extended this food drive program throughout the year by providing donations to two charities: Foundation Pa Nos Comunidad (FPNC) and Red Cross of Aruba. We collected and donated over 150 pounds of food for the second quarter.

Marriott's Aruba Ocean Club associates collaborated with Aruba Doet, one of the biggest volunteer initiatives of the Dutch kingdom for community work. Together, we provided a helping hand to several community projects that will further

- Improve the quality of living for those in need.
- Resort associates have also participated in several community cleanup projects; the most recent was on Aruba's north coast.



Sgt. Pepper's Friends is a non-profit animal rescue foundation. Marriott's Aruba Ocean Club joined forces with the Aruba Marriott Resort & Stellaris Casino and the Marriott's Aruba Surf Club to host a dog walk event and a rubber ducky race contest in the lazy river to raise funds for this foundation that does so much for stray dogs on our island.

## Update from the Board of Directors

The Board of Directors is appreciative of the Management team for their ongoing efforts to ensure Owners have wonderful vacation experiences, in spite of the construction going on around them. Pedro, Lillian and team have stepped up to minimize the impact of the noise and dust. There is no perfect way to embark on a renovation of this size and scope, but it's progressing and the outcome will be amazing! Our 'home away from home' will be greatly improved with all of the changes.

Please note the Owners website, [arubaoceanclub.com](http://arubaoceanclub.com), will be discontinued effective January 1, 2020. The site was created long before the proliferation of Facebook, Redweek, etc., and has become difficult and costly to maintain. Information related to the resort will be posted on the secure website, [marriottvacationclub.com](http://marriottvacationclub.com), as well as available by contacting the resort Management team.

The Management team is doing a great job efficiently managing the property while reducing operating expenses, which results in a decrease of the maintenance fee for next year! The Board and the Management team are continually focused on achieving cost savings and system improvements, resulting in energy efficiency and enhancing our property.

Your feedback is extremely important to the Board of Directors. Please email comments and suggestions to the Board of Directors at [aoc.ownerboard@marriott.com](mailto:aoc.ownerboard@marriott.com).

## Friendly Reminders

### Pet Policy

Except for hearing and/or seeing eye dogs as may be required by an Owner or guest, no other pet of any kind may be kept or harbored in the villa or on the resort property without prior written consent of the Board's designated manager. Inquires of this kind must be submitted via email to [lissette.bouwman@marriott.com](mailto:lissette.bouwman@marriott.com) at least 60 days prior to your arrival for proper consideration.

### Owner Services – online or by phone

There is a multitude of things you can do by logging on to [marriottvacationclub.com](http://marriottvacationclub.com), such as:

- Update your personal information, including email address
- Explore destinations
- Book your vacation
- Modify your reservation
- Understand how Vacation Club points work
- Purchase travel insurance and assistance

Or you may also contact Owner Services at 888-682-4862.

As always, please remember to complete the online Guest Satisfaction Survey after your stay. We want to know exactly how we made a positive impression, and what can be done to make your visit even more memorable. Your feedback allows us to recognize and reward associates who go above and beyond to ensure your satisfaction. Most of all, your comments are used to constantly improve our operation to continue delivering unforgettable experiences that make your vacation dreams come true.

We can't wait for you to see – and enjoy – the exciting developments awaiting you at Marriott's Aruba Ocean Club.

My warmest regards,



### **Pedro Vargas**

General Manager  
Marriott's Aruba Ocean Club