

July 12, 2019

Dear Marriott's Aruba Ocean Club Owner,

It is my pleasure to introduce you to the [Summer 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 or by phone at 011 (297) 520-6088.

Warm regards,

Pedro Vargas

General Manager

Marriott's Aruba Ocean Club



Summer 2019 Newsletter

Dear Owner:

It is the 20-year anniversary of Marriott’s Aruba Ocean Club, and we started the year with lots of excitement. The feedback received from the lobby renovation and pool renovation has been very positive. In general, Owners are very pleased with the new look of the reception area, and we continue to receive many accolades for the design. We are very excited about the upcoming 2019 Villa renovation that will start officially on July 11 and is anticipated to finish by the end of November 2019.

The year-to-date Guest Satisfaction Survey score is 89.1% and the current trend is aiming to increase over last year.

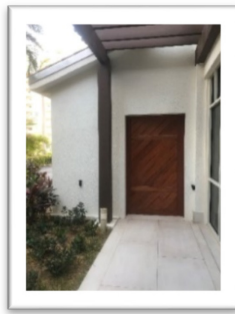
While most of our indicators are on a positive trend, we observe a decline in Product Index. This is mainly due to condition of furnishings and décor, as Owners and guests anxiously await the upcoming villa renovation.

All Associate Index is in the 90’s Club with an outstanding 91.2%. The team at Aruba Ocean Club continues providing unparalleled service to Owners and guests. The team’s goal is for everyone to feel at home while staying at Aruba Ocean Club for their well-deserved vacation!

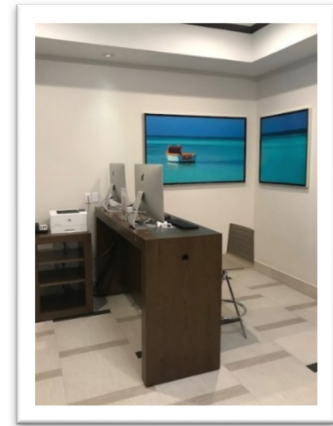
	2019 YTD (June)
Overall Satisfaction	89.1%
Product Index	87.5%
Condition of Furnishings and decor	69.2%
Well Maintained Facilities	92.9%
Landscaping	96.3%
Service Index	86.0%
Front Office Index	81.9%
All Associate Index	91.2%
Friendliness	93.5%
Level of Knowledge	91.6%
Helped with questions	90.8%
Understood Individual needs	88.7%
Resort Experience Index	87.4%

Resort Enhancements and Additions

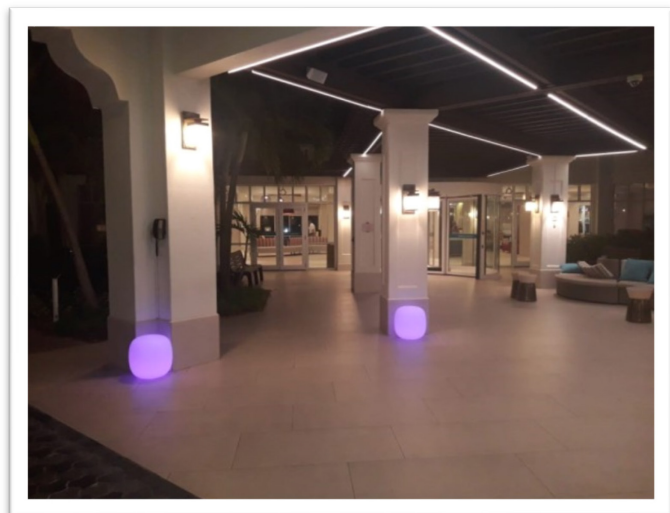
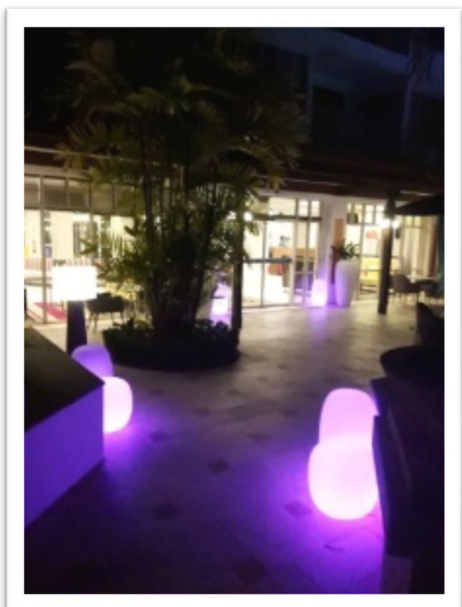
New Bell Closet Extension - The recently completed expansion of the Bell Closet will help the bellmen team store more luggage and secure bell carts during non-busy times

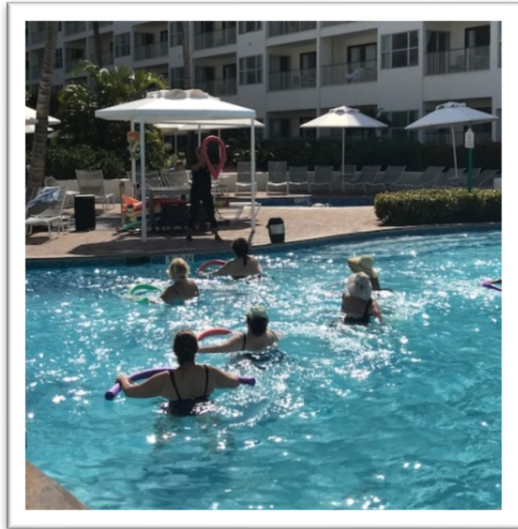


New Business Center Stations - To further enhance the variety of services offered in the new lobby area, two new business center stations have been installed. They are conveniently located next to the elevator landings in each tower. Both stations are equipped with two iMac computers and a printer. 30-minute complimentary internet access is granted per login, providing Owners and guests with the opportunity to surf the web, book online reservations and print boarding passes. In addition, by the north side business center, there is a phone with toll free speed dial numbers for Owner's services, Vacation Club Points and Marriott's Bonvoy (formerly known as Marriott Rewards).



Front Drive and Patio Enhancements - As part of the finishing touches of the recent lobby renovation, a set of trendy planters and LED multi-color lights have been installed in both the main entrance and the patio. These new accents provide an extra touch of comfort in an already relaxing atmosphere.





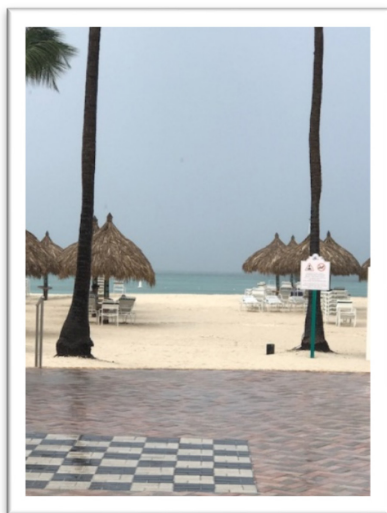
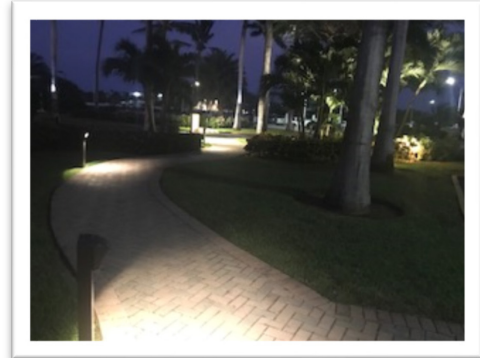
New Activities Umbrella - A new activities umbrella was installed in the area adjacent to the pool to better facilitate the aqua aerobics classes and the daily Bingo games. The location allows for better view and sound flow making it the right spot for these activities.



New Shuffleboard - The Activities team has been very engaged with the resort experience and in making sure Owners and guests have a great time. Recently, the shuffleboard court was newly replaced.



Newly Installed Pathway Lights - New resort pathway lights have been installed, enhancing the resort by night and providing more lighting along the pathways.



Beach Safety Path - As part of the beach policy, a new safety path was added to the beach area in front of Aruba Ocean Club. If immediate passage is needed to the beachfront, the new safety path provides easy access. The new safety path also improves the ocean view from the palapas. Weekly compliments have been received from Owners and guests using the palapas regarding the improved visibility towards the ocean.

Owner's Feedback

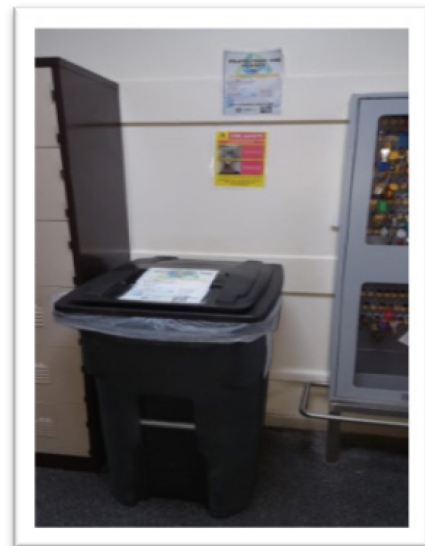
The weekly Owners social hour continues to be a very successful event. Participation has increased as Owners are eager to learn about upcoming renovation details and resort updates. The beach policy has been a very popular topic which we are happy to inform that our resort is currently in full compliance with the policy as per the last visit of DIP (Department of Infrastructure and Planning). Our team at Aruba Ocean Club did a fantastic job adjusting to the latest changes in the beach policy while streamlining efforts with DIP.

Green Initiatives

Earth Check - During the month of April, we received 2019 silver certification. Earth Check is the world's leading scientific benchmarking, certification and advisory group for travel and tourism. Since 1987, they have helped businesses, communities and governments to deliver clean, safe, prosperous and healthy destinations for travelers to visit, live, work and play. We are very proud of being recipients of the silver certification as we continue in the quest to help our planet.

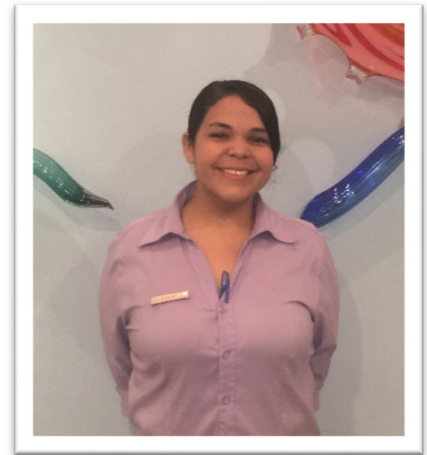


Other Green Initiatives - As part of our commitment to help protect the environment and serve our community, the resort team has actively participated in several green initiatives such as beach clean ups, recycling plastic campaigns, earth hour and earth day. We are happy to report we are making great progress in reducing our carbon footprint as per the recent National Audubon Society audit.



Associate Recognition

2019 Way to Go Award - We are happy to announce Mariana Eduwardo, Front Desk Supervisor, has been honored with the 2019 Way to Go Award. The award ceremony took place this past April in Orlando, Florida. The Way to Go Award is a distinctive recognition, as it's solely based on Owners' and guests' feedback. We are thrilled that Mariana represented Aruba Ocean Club at this event. Mariana has been with Aruba Ocean Club for over 10 years and is a valuable member of the team.



Community Service



Harvest for Hunger - This Marriott Vacation Club community food drive program, typically done at Thanksgiving and Christmas is now extended throughout the year. We continue to provide donations between the two following charities: 1. Fundashion Pa Nos Comunidad (FPNC) and 2. Red Cross of Aruba. With this initiative, we were able to collect and donate over 318 pounds of food during the first quarter of this year.

Aruba Doet - This year, Aruba Ocean Club collaborated with Aruba Doet, one of the biggest volunteer initiatives of the Dutch kingdom for community work. Together, we were able to provide a helping hand to several community projects that will further improve the quality of living for those in need.

Local Updates

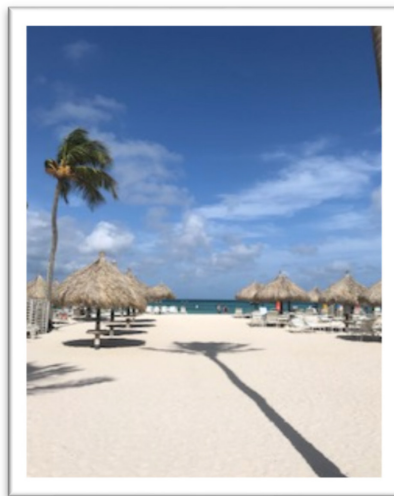
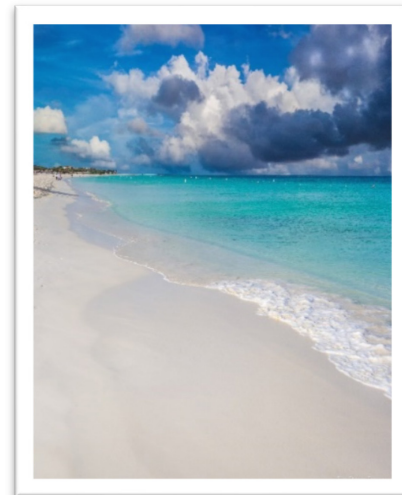
Boardwalk at Malmok - The minister of tourism confirmed construction of a new boardwalk for the Malmok's residential area. The boardwalk project started in March 2019 and will be carried out in two phases. The first phase should be completed within five months. First phase includes construction from Arashi until Malmok – installing the boardwalk's hardwood and pavers. Light reflectors will also be installed to separate oncoming traffic and people on the boardwalk. A little wall will also be built alongside the boardwalk to prevent loggerhead sea turtles from reaching the road from the beach. This project will further enhance the vacation experience for those who enjoy this route for their early power walks/run.





New Baggage System Aruba Airport - The Aruba Airport Authority has signed a \$33 million agreement with BEUMER Group for the design and installation of a new high-speed baggage transportation and sortation system. The new system will include screening and weight identification system and will streamline the U.S. preclearance process at the Aruba Airport. It will also eliminate the requirement to reclaim checked luggage and undergo the second passenger screening process, which will significantly improve the traveling experience for U.S. residents.

Beach Policy - Earlier this year the government started to work on compliance of the established rules and regulations as per the beach policy. The enforcement has not been optimal, but we have seen some improvement. During the month of March, the umbrella placements in the purple and yellow zones have been addressed with all beach vendors. As per the beach policy, all beach vendors have a permit to rent 6 umbrellas and 12 lounge chairs daily. The existing palapas are of public domain and we are no longer allowed to leave chaise lounges or chairs under these overnight.



To have a structure in place to manage specific shade areas on the beach in front of the resort, Aruba Ocean Club now manages the set up of beach chaise lounges, enabling Owners and guests to continue to enjoy their vacation as usual at their home away from home. As per the DIP (Department of Infrastructure and Planning) audit in March 2019, Aruba Ocean Club complies with the current beach policy and no further changes or adaptations are needed at this time.

ARDA (American Resort Development Association)

Awards - On April 25, our Marriott Vacations Worldwide's President and CEO, Steve Weisz, officially congratulated the Aruba Ocean Club team as proud recipient of the ARDY 2019 Resort Design Award in common areas for the refurbishing of the main lobby. In his company-wide announcement, Mr. Weisz indicated:





“Delivering unforgettable experiences that make vacation dreams come true inspires our design efforts as well as the products, activities and services we provide. The refurbished lobby at Marriott’s Aruba Ocean Club is a testimonial to engaging design. It’s light-filled, welcoming and distinctively Aruban in colors, textures and materials. Congratulations to the refurbishment team for receiving the 2019 ARDA Design Award for the refurbishment of a common area, the delightful lobby at Marriott’s Aruba Ocean Club.”

We would like to specially recognize and thank our Board of Directors for being the engine behind this big accomplishment. Their input, drive and support helped make this project a reality. Masha Danki!!

Board of Directors Updates

The Board is very thankful to the Management Team for their ongoing efforts providing wonderful vacation experiences for Owners. They’ve done a great job efficiently managing the property while reducing operating expenses which has resulted in minimal maintenance fee increases over the last few years. The Board and the Management Team continually focus on achieving cost savings and system improvements in an energy efficient consideration. The property is about to undergo its 20-year renovation which includes many exciting improvements to enjoy.

Current Board of Directors:

Andrea Allen, President

G. William Newton, Vice-President

Irwin Cohen, Secretary/Treasurer

Anthony Ferraro, Director

Paul Ryan, Director

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.

2019 Annual Meeting

The 2019 Annual Meeting was held on May 17, 2019. Many Owners attended and participated. The Board of Directors as well as the Management Team, provided an update on the Association and operational affairs and answered questions from the audience. An election took place as there were two “A” member seats available. Mrs. Andrea (Andi) Allen, was re-elected for a 3 year term and she will continue to serve as Board President. Mr. Irwin Cohen received the second largest amount of votes; however, not enough to reach the minimum threshold. He will continue to serve as Board Secretary/Treasurer until a new election process takes place next year.

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 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, 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.

Final Notes

As mentioned at the beginning of this Newsletter; we are all very excited with the upcoming villa renovation which is around the corner. It is a major undertaking as the villas will be completely overhauled. The ceilings, windows, doors, balcony railings, furniture and appliances will be replaced. Existing floor tiles in all villas will be removed and replaced. This process will involve heavy duty equipment with subsequent demolition-like noise. While we will try to keep it to a minimum, we realize this might impact the quietness and tranquility the resort is known for. We apologize in advance for any and all inconveniences this might cause, and we thank you in advance for your understanding of the situation. If you are not travelling during the period July 11- November 30, 2019 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. We strive to do our utmost to keep operations running as smooth as possible.

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. 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