

January 18, 2019

Dear Marriott's Aruba Ocean Club Owner,

It is my pleasure to introduce you to the [Winter 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



Winter 2019 Newsletter

Dear Owner:

Happy New Year to you and your loved ones! On behalf of the management team and resort associates, we wish all of you the best throughout 2019. We are truly honored to be part of this great family and reiterate our commitment to keeping your “home away from home” as your favorite vacation destination and one of the best resorts in the Caribbean and within the Marriott Vacation Club network.

I was recently appointed as General Manager of your beautiful resort. I was born in Bogota, Colombia where I finished my studies and graduated as Technician in Hotel Administration. I moved to Aruba in 1991 and, ever since, have held different positions within the hotel industry in several of the most renowned hospitality companies. My latest assignment was as Director of Operations for 900 rooms at Marriott’s Aruba Surf Club where I lead the team through a series of renovation projects, while keeping a steady growth in customer satisfaction and associate engagement. I joined the Aruba Ocean Club team on October 5, 2018 and am very excited and honored to be part of this amazing team. I bring an array of expertise and business acumen with a “hands on” management style and with a “people first” approach. I look forward to welcoming you soon!



2018 will be a year to remember with many accomplishments and several major projects completed on time and within or under budget. I would like to thank the resort associates and management team for an excellent job. Their unlimited efforts to provide Owners and guests with the best service and vacation experience possible, despite ongoing renovations, will certainly not go unnoticed. Masha Danki!

20th Anniversary

2019 will mark the 20th anniversary of Aruba Ocean Club and we are very excited with the upcoming room renovation.

Completed Resort Enhancements:

Below are highlights of recently completed resort projects:

Pool Resurfacing

The main pool was resurfaced, a new layer of Diamond Brite was added, along with new LED lights and skimmers. The surrounding landscape was upgraded. The pool looks amazing during the day and at night.



Lobby Renovation

The main lobby was renovated with a modern arrangement of colors and features new flooring, furniture, ceiling fans, reception area and service desks which offer a new look and feel. The area was complemented by the porte-cochere and the lobby patio where new furniture, including patio umbrellas and curtains, create an atmosphere of relaxation in a tropical setting.



Upcoming Projects

2019 Villa and Corridor Renovation

The villa and corridor renovation are scheduled to start by mid-July and is estimated to be completed at the end of November. The project includes the following enhancements: new windows and doors, balcony railings, balcony floor resurfacing, new floor tile, improved LED lighting in bathrooms, shower pans resurfacing, new tubs, new furniture, draperies and energy-savings appliances. Also, guest (lock off) units will be outfitted with a set of table and chairs and king-size beds. Additionally, all corridors and elevator landing areas will receive new carpets and wall sconces with an ocean theme.

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. Please 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.

Thank you for your feedback and suggestions! We look forward to the finished product!

Luggage Room Expansion

The bell closet by the main lobby will be expanded in order to store more luggage and secure bell carts during non-busy times. The project scope includes new tile flooring, Spanish style roofing tile and exterior door. The project is anticipated to be completed in early February.

Community Service

Part of the company's core value is a "Spirit to Serve" our community. Below are highlights of the resort team's 2018 community service efforts:

Sgt. Pepper's Friends

Since the Aruba Marriott complex is a great part of our community with almost 1,300 associates over three properties, it is crucial for us to fulfill one of our core values by giving back to our community whenever we can. In early 2018, we partnered with Sgt. Pepper's Friends, a non-profit animal rescue organization founded and located in Aruba. The foundation finds the most suitable family for each individual dog or cat. We have placed collection boxes at each Front Desk on the complex to assist with fundraising.



Beach Cleanup and Breast Cancer awareness month

During October, associates and the leadership team supported local causes such as the AHATA beach clean-up and breast cancer awareness month.



Harvest for Hunger

The Marriott Vacation Club community food drive was held after the Thanksgiving holiday and a record 950 pounds of collected goods were donated to Fundashon Pa Nos Comunidad (FPNC).

Local Updates

Taxes

As of July 1, 2018, changes were made regarding the tax policy: the BBO and BAZV (local sales taxes) increased from 3.5% to a total 6.0%.

Beach Policy Update

Due to the recent change on how and where beach lounges are to be stored at the end of the day, the policy requires that no beach lounges be left at the palapas at the end of day and, instead, beach lounges should be stacked nearby. Recently, we relocated some of the beach front palapas in accordance with the most recent guidelines and created a safety path for better access to the ocean. Any further changes will be communicated in future newsletters

Associate recognition

On December 14, 2018, a town hall meeting was held bringing associates together, thanking them for their efforts and providing an update on completed, ongoing and upcoming projects. This fun-filled event was well attended and appreciated by associates. Also, during the quarterly associate recognition event for the Marriott's Aruba Complex, Lisette Bouwman (Executive Administrative Assistant), and Rodgen Vis (Senior Housekeeping Supervisor) were selected as winners of the third quarter. Congratulations!

Board of Directors Updates

The Board is very thankful to the Management Team for their ongoing efforts to ensure Owners have wonderful vacation experiences. 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 is continuing achieving cost savings and system improvements in an energy efficient consideration. The property is about to undergo its 20-year major renovation which includes many exciting improvements to enjoy.

Current Board of Directors:

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)

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.

At the 2018 Annual Meeting, Owners voted to amend the Bylaws regarding the terms a Board Member can serve. The Amendment was incorporated with the Bylaws and allows a Board Member to serve three (3) consecutive terms.

2019 Annual Meeting

The upcoming 2019 Annual Meeting will be held on May 17, 2019. Be on the lookout for your Notice of Annual Meeting mailing to arrive in the mail. Included with the Notice is the Agenda for the Meeting, Candidate Profiles of the A-Member candidates for election to the Board of Directors, Annual Meeting Rules, Limited Proxy Submission Method and a Limited Proxy. Whether or not you plan to attend the Annual Meeting, you are encouraged to submit your Limited Proxy promptly. If the quorum requirement of 25% of the voting interests is not timely achieved, the Association will incur additional expense to re-notice Owners in order to obtain the votes required to hold the Annual Meeting. Your vote and participation are important to the Association.

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

Final Notes

Your opinion truly guides everything we do, and we would love to hear from you. Your input allows us to provide the kind of personalized service you've come to expect. 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