

Dear Marriott's Barony Beach Club Owner:

It is my pleasure to present the 2018 Winter Newsletter. In this issue you will learn about the latest developments taking place at your home away from home on Hilton Head Island as well as an opportunity to serve on the Board of Directors.

Best regards,

*Eric Priester*

General Manager

Marriott's Barony Beach Club

Dear Marriott's Barony Beach Club Owner:

Greetings from Marriott's Barony Beach Club! Another year is coming to an end and it will mark the resort's 18<sup>th</sup> year in operation. I am pleased to share the resort updates with you!

The resort team accomplished many projects during 2017. Below are highlights of some of the larger projects completed or that are planned for 2018:

- All villas received new washer and dryers. Please note that these are not typical residential size washer and dryers and may take smaller loads.
- All buildings at the property are having the façade sealed and painted. The project began in October 2017 and will be completed in March 2018.
- The fire alarm system is being replaced in all public areas and villas. This project began in October 2017 and will be completed in March 2018.
- Each television in the Gardenia (9100) and Jasmine (9200) buildings will be replaced in the First Quarter 2018. The living room television will be a 55" LG LED television and the bedrooms will be a 40" LG LED television.
- The Beach Club is currently undergoing a full refurbishment. This includes the locker rooms, Lobby, Concierge desk, Front Desk, Indoor Pool, Fitness Center, Marketplace Express, the Nettie Williams Barony Room and Multi-Purpose room. Each space will receive new furniture, paint colors and flooring, except for the Multi-Purpose room. We will have a new front desk and concierge desk, so we can provide better service to you on your next visit. The Barony Room will receive a facelift and additional space for fitness classes. The locker rooms will receive new showers, a new sauna, new counters, new millwork, and the lockers will be refinished for a new and clean look. Please note that the steam room is being eliminated as part of this project.

### **Owner and Guest Satisfaction**

Guest Satisfaction Scores for 2017 continued to remain strong; however, we did see a major jump in the Overall Guest Satisfaction score compared to previous years. We finished the year with an Overall Guest Satisfaction score of 93.7%. This is the highest Overall Satisfaction ever at Barony Beach Club for a full year! Please congratulate the team and thank them for their outstanding customer service.

Please remember to complete the online Guest Satisfaction Survey after each vacation with us—your input allows us to personalize and improve our services. We want to know exactly how we made a positive impression, and what we can do to make your visit even more memorable. We also want to recognize and reward our associates who go above and beyond to ensure your satisfaction. Most of all, we use your comments to constantly improve our operation so we can continue to deliver unforgettable experiences that make your vacation dreams come true.

### **H2B Visa Program**

We will participate in this program again in 2018. Although this program has been successful, it remains a seasonal program only. Affordable housing continues to be the largest challenge; however, I'm excited to say that our H2B Visa associates will be living on the island this year, which may help with transportation costs to and from work, which we are required to provide. This program continues to be a great alternative for the labor shortage in our market, but it does come at a higher cost financially.

### **Hurricane Irma**

Due to rising tides, Hilton Head Island was evacuated on September 9, 2017 ahead of the approaching storm. Irma was a large storm, and the sheer size meant that tides were anticipated to be 3-5 feet above normal. The storm ultimately impacted the low country and Hilton Head Island on September 11, 2017. Once the island was deemed safe by local authorities, the Resort Operations Team returned to the resort the following day to begin to assess damage. Upon inspection, several villas were identified as having experienced water infiltration, which was caused by wind-driven rain that was experienced as a result of the direction of the storm. The resort reopened for occupancy on September 16, 2017, with the exception of the Ocean Front villa inventory which sustained the majority of water infiltration damage. Occupancy was fully-restored across the resort on September 23, 2017, and the Barony Beach Club team did an amazing job of returning the resort to full operation while keeping disaster costs to a minimum. Total expenses related to

Hurricane Irma were approximately \$115,000, and available disaster recovery funds were used to offset the expenses incurred.

### **Maintenance Fee**

The 2018 Maintenance Fee of \$1,351.13, billed at the end of 2017 and approved by the Board, was flat to the 2017 Maintenance Fee. The increased fee will help fund continuing costs with the H2B Visa Program, and future funding for the Reserve for Replacement Fee.

### **Annual Meeting Update**

We extend our congratulations to Francis “Buddy” Watson and Stephen Sheridan who were both elected to serve on the Board of Directors at the November 10, 2017 Annual Meeting. Mr. Watson was re-elected to serve a second term on the Board and Mr. Sheridan was elected to his first term on the Board. Additionally, we said goodbye to Nic Clemmer who was our outgoing Board President. Nic served six years for the Association and we thank him for his service!

Mr. Sheridan has been a Barony Beach Club multi-week Owner since 2000. He visits the resort regularly as well as other Marriott Vacation Club properties. His goal is to help keep our property as a premier resort destination. Mr. Sheridan’s professional experience was as a Senior Vice President with General Electric Capital-Real Estate and owner/principal of a public relations/marketing agency. As an Owner, he has a vested interest in keeping the resort’s standards at a high level while keeping the maintenance fee at reasonable levels. Please join me in welcoming Mr. Sheridan to the Board of Directors.

At the 2018 Annual Meeting, Owners will elect two members to serve on the Board of Directors. Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit a [Volunteer Form](#) to the Association.

To access the form, click on the link in this letter and you will be directed to [MarriottVacationClub.com](http://MarriottVacationClub.com) where you will be prompted to log in using your MarriottVacationClub.com User Name and Password. If you do not have an account, click “Create a New Account.” If you have an account and encounter challenges logging in, click “Forgot User Name or Password” on the web site. For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

Volunteer Forms can also be obtained by contacting Mary Caballero, Executive Assistant, by email at [mary.caballero@vacationclub.com](mailto:mary.caballero@vacationclub.com), or by telephone at 843-342-1602. Volunteer Forms must be received by May 11, 2018, to be considered for the 2018 Board of Directors election.

The Board looks for professional experience that can benefit the many facets of the Owners’ Association. Please note the Board of Directors typically hold two meetings a year at the resort, one of which is held in the Spring and one held in the Fall. Between meetings, members of the Board work on Association business and share information via email and conference calls; additional Board Meetings and Committee Meetings are held as needed. Please ensure you have time to commit before volunteering.

Please note your current Board of Directors:

Francis “Buddy” Watson – President  
Susan Dickhans – Vice President  
Alan Raines – Secretary  
Charles “Chuck” Kaiser – Treasurer  
Stephen Sheridan – Director

### **New Director of Operations**

Please join us in welcoming Jessica Hehman as the new Director of Operations at Marriott’s Barony Beach Club!

Jessica graduated from the University of Illinois with a degree in Business and Hospitality. Jessica has a magnitude of experience at in both Front Office and Housekeeping operations. She comes to us from The Sheraton San Diego Hotel & Marian where she held the position of Director of Rooms where she oversaw 200 associates in Housekeeping and Front Office Department’s for a 1,053-room hotel. In her free time, she enjoys

spending time with her husband, Tim, and children – Colin, 4, and Addison, 2. They enjoy golfing, hiking, and swimming. Jessica and her family look forward to enjoying all Hilton Head offers, so please join me in welcoming her to Marriott's Barony Beach Club!

### **Old South Golf Program**

In 1999, Marriott Vacation Club contracted with Old Carolina and Old South Golf Club to provide tee times and discounted golf rates for Owners. This contract will be ending, and Marriott Vacation Club does not plan to renew the contract. The last billing for Owners enrolled in the Golf Program is 2018. Although this program is ending, effective December 31, 2018, Marriott Vacation Club is working with many golf courses on Hilton Head Island and the Bluffton area to continue to provide discounted rates for Owners and guests. Please check with the Front Desk for current offers.

### **Friendly Reminders**

We want to assist in getting you on your way to "vacation mode" but don't want you to forget some of the important policies at the resort. We've included reminders to ensure your stay is seamless:

- **Alcoholic Beverages** – Personal alcoholic beverages are not permitted at the main feature pool (Ocean Pool) or at All Y'all's Bar & Grill. Consuming personal alcoholic beverages in these areas could constitute a violation and could jeopardize the resort's liquor license.
- **Smoking** – As of November 1, 2016, the Non-Smoking Policy now states that "smoking", includes the use of tobacco-based products, electronic cigarettes (E-Cigarettes), vaporizers and other alternative nicotine products. Again, smoking is only permitted in the designated smoking areas around the resort. Each smoking area has a concrete trash can with ash tray and a sign that states smoking is allowed in that area. We request cigarette butts be placed in the smoker outposts located around the stairwells of each building. Please refer to your resort map or ask an associate where these designated areas are located.
- **USA Today** – Complimentary copies of USA Today are available in the Lobby and elevator landings of each building.
- **Resort Library** – A small area in the Multi-Purpose Room is designated as a library. Owners and guests are welcome to take a book, game or puzzle to enjoy during vacation. If you have extra books you would like to donate to the library, please bring them along on your next visit and either drop them off or exchange them for new ones.
- **Housewares** – Over the years we have accumulated a number of "one off" items in our Housekeeping Department that are not standard in our villas. If there is a houseware item that you would like, but is not in your villa, please let us know and we will be happy to check our inventory for the item and deliver it to your villa, if it is on hand.
- **Wristbands** – From Memorial Day to Labor Day, a Wristband Policy is in effect to help identify registered Owners and guests. The maximum number of wristbands issued per villa is eight, which coincides with the maximum number of occupants per villa. Any Owner utilizing the resort on a Day Pass must also wear a wristband as do their guests.
- **Pools** – Pool closures are a disturbance to all, but from time to time they are required to ensure a safe environment exists. Occasionally a pool must be closed to ensure chemicals are at appropriate levels, but there are times when pool closures are due to Owner or guest action. Swim diapers are required on all children under the age of four years old, glass is not permitted on any pool deck area and any guests who feel sick should not use the swimming pools. Additionally, it is important that all Owners and guests review the pool and spa rules prior to use. Unexpected pool closures impact everyone's vacation but also costs the Association money. As a reminder, reserving pool chairs is not allowed. If guest items or a towel are found unattended on a chair for more than 45 minutes, it will be removed, so other Owners and guests may enjoy the area. Also, please note that non-water toys, including balls, and rafts are not permitted in the pools, especially during a dense occupancy period. Please have respect of other patrons of our pools.
- **Day Pass Program** – As an Owner, even if you are not staying at the resort, we invite you to use the amenities and parking facilities at the resort on a space-available basis between 7:00 a.m. and 7:00 p.m. daily. To obtain a Day Pass and parking pass, the deeded Owner must be present to show identification and the Owner is limited to a party of six people while using the Day Pass. Due to heavy usage of the pool decks during the summer and to ensure that there are ample amenities for Owners and guests staying at the resort, the Management Team reserves the right to **limit the Day Pass usage during peak periods or establish blackout dates**. Please contact the resort prior to your visit and we will do our best to

accommodate your needs. To inquire about the possibility of blackout dates or for a complete list of Day Pass rules please call 843-342-1608.

### **Begin Planning Your Vacation Today!**

Are you ready for vacation? We are here to assist with your preparations!

- A pre-arrival email invitation will be sent approximately 21 days prior to your arrival
- Click the “Begin planning your vacation today!” link contained in the email
- Login in to your Owner account on [marriottvacationclub.com](http://marriottvacationclub.com) (you must know your login and password)
- Click on the “Submit a new Service Request” link
- Select a service from the “Service” drop-down menu
- Complete the Service Request form
- Click the “Submit Request” button

By completing these steps, you are able to verify your check-in information, select villa location preferences (based on ownership and availability), sign-up for housekeeping services and add special requests to your reservation.

### **How Your Villa Requests are Honored**

Marriott’s Barony Beach Club Owners love to return to their home property! As a result, we enjoy a very high Owner occupancy rate. When we welcome back so many Owners each week, we are often challenged to meet specific villa location requests. The team works diligently to accommodate as many requests as possible. Many of requests that Owners have fall into two primary categories—building location and/or floor preferences.

Striving to remain as fair as possible and keep the interests of the Owner in mind, the Front Desk team reviews the history of each Owner’s prior years’ villa assignments. This is a crucial determinant in accommodating your requests for villa assignment. A rotational system is used to help provide a fair service to each of our Owners and guests. For example, if you are an Oceanside Owner and you requested and received a high floor or front building during your previous stay, we may not be able to accommodate that same request on your next visit and may rotate the reservation to a low floor or back building. Requests cannot be guaranteed, as the availability of villas on your specific check-in day and increased Owner occupancy levels do attribute to the final villa assignment.

Here are key facts regarding villas and buildings:

- The resort’s yearly occupancy averages 95% or higher
- The most requested building is Morning Glory
- Floors 3 thru 5 are considered “high” floors. A “high” floor is one of the most frequent requests received.
- Oceanfront villas are located in the Morning Glory and Sea Oat Buildings. An Oceanfront Owner may be assigned to either one of these buildings.
- Oceanside villas are located in the Bayberry, Live Oak, Morning Glory and Sea Oat Buildings. An Oceanside Owner may be assigned to one of these four buildings.

### **Resale Inquiries**

For general resale inquiries and Owners who desire to sell their weeks, please contact the Resale Operations Team at the following information:

Resale Operations, Team of Licensed Real Estate Professionals

Toll Free: 866-682-4547

Direct: 407-903-6160

[Resale.Operations@vacationclub.com](mailto:Resale.Operations@vacationclub.com)

### **Update Your Email Address**

Please add or update your email address at [www.marriottvacationclub.com](http://www.marriottvacationclub.com). After logging in, select “My Account”, click on “Profile”, then “Account Details”, and then “Edit account details” to enter your new information. You may also contact Owner Services at 800-845-4226 to update your information.

### **Golf**

Are you aware that Golf Central offers discounted rates at several area courses? If you are thinking of playing golf while on vacation, please contact Golf Central at 843-686-7105. The team will be happy to answer questions or arrange tee times for you. Discounted rates are also available with the Heritage Golf Group which includes all the courses at Port Royal Golf Club, Oyster Reef Golf Club, and Shipyard Golf Club. Remember to contact Golf Central when planning your vacation and your golfing options.

### **Tennis**

The options listed below are available for Owners and guests interested in playing tennis while staying at the resort.

#### Port Royal Racquet Club:

- Contact 843-686-8803 for information, registration and directions
- Daily clinics available by reservation
- Clinic cost is \$23.00 per clinic
- Court time is available at a cost of \$20.00 per hour

#### Chaplin Community Park:

- Free court times, on a first come first served basis (no reservations)
- Features six hard courts
- Courts are lighted for night time play

#### Marriott's Harbour Point and Marriott's Sunset Pointe:

- Contact 843-686-7070 for information, registration and directions
- Courts are available from 2:00 p.m. – 10:00 p.m.
- Court time is available after 2:00 p.m., court time costs \$10.00 per hour
- Daily clinics are available for Adults (Monday – Thursday), clinics cost is \$20.00 per clinic
- Junior clinics are available, call for details
- Round Robin tournament offered on Sundays and Thursdays, cost is \$15.00 per person
- Private lessons are available for \$68.00 per hour
- Semi-private lessons are available; two people for \$75.00 per hour

As always, we want to ensure you always have an amazing vacation experience! We value and utilize your input regarding how we can further improve your vacations. We look forward to your welcoming you back to Marriott's Barony Beach Club!

Sincerely,

*Eric H. Priester*

General Manager

Marriott's Barony Beach Club

**VOLUNTEER FORM TO SERVE ON THE BOARD OF DIRECTORS**

At the next Annual Meeting, Owners will elect a member to serve on the Board of Directors. Board Members meet at least twice annually with the management of Marriott Vacation Club® International to conduct the business of the Association. Board Members are reimbursed for actual expenses incurred for travel, lodging and meals. A Nominating Committee will meet to select candidates for the vacant position. The list of candidates to be elected will be included on a Limited Proxy sent with the Notice of Annual Meeting. Please complete this volunteer form if you have an interest in serving on the Board of Directors for your Association.

**To be considered, your form must be received by May 11, 2018**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Occupation: \_\_\_\_\_  
(If retired, list primary occupation prior to retirement.)

Contact information:            (Telephone) \_\_\_\_\_ (Email) \_\_\_\_\_

If nominated, your name and occupation, along with a brief profile, will be included with the Notice of Annual Meeting. To assist in this effort, please provide a summary of no more than 150 words of your experience and why you would like to serve as a Director. Your summary will be published exactly as stated. Please do not abbreviate words or company names, print clearly or type, attach additional paper as necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**Note:** Please be sure you can commit to attending at least two (2) meetings per year before volunteering to serve. Elected Directors will have their names listed in Association publications. This will permit other Owners to contact you regarding the operation of their Vacation Ownership property.

**COMPLETE AND MAIL, FAX OR EMAIL TO:** Marriott’s Barony Beach Club  
5 Grasslawn Avenue  
Hilton Head Island, South Carolina 29928  
Attention: Mary Caballero, Executive Assistant  
Fax: 843-689-9417  
Email: [mary.caballero@vacationclub.com](mailto:mary.caballero@vacationclub.com)

\*The submittal of a volunteer form is not a guarantee of being selected as a candidate. Information submitted is proprietary and will be used only by the Nominating Committee, with the exception of your profile, which will be included with the Notice of Annual Meeting, should you be selected as a candidate.

**This form must be received by May 11, 2018**