

April 2018

Dear Marriott's Village d'Ile-de France Holiday Owner,

It is my pleasure to present to you the 2018 Resort Report. In this issue, you will learn about the latest developments taking place at your Home Club, Marriott's Village d'Ile-de France, as well as an opportunity to serve on the Advisory Board of Directors.

Regards,

*Juan Gonzalez*

General Manager

Marriott's Village d'Ile-de France



April 2018

Dear Marriott's Village d'Ile-de-France Holiday Owner,

The 2018 Resort Report will bring you up-to-date of events at your home resort, including the major projects recently completed and most importantly, the projects scheduled for the coming months.

### **Villa Experience**

I would like to highlight some of the interior and exterior works that are scheduled to be completed by May:

- Full repaint of the surfaces in all the Townhouses located in Phase I, II and III
- Complete deep cleaning of all roofs
- Repair of all damaged chimneys
- Change of all light bulbs to LEDs following the strategy of "going green" together with the local authorities
- Replacement of televisions

We continue our Annual Maintenance program, increasing from five Townhouses to six Townhouses per week. The work, including painting, repairs, and deep cleaning, maintains the consistency and high quality of the Townhouses. Sprinkler pipes were also replaced in Phase I and II. The resort took advantage of low occupancy during the first quarter of the year to put a high number of Townhouses on power saving.

### **Resort Common Areas**

Common areas are a constant priority for us due to the high number of Owners and guests using the facilities on a regular basis. The indoor pool annual maintenance work was completed in February. We are working with the design and architecture team to redesign the lobby area. In order to continue improving the vacation experience of our Owners, major work to the current sand pathways and all barbecue areas will take place. It is also scheduled for the end of the year to renew and improve the current conditions of the lake in Phase IV that will make a great impression on first-time visitors and long-time Owners alike. As your safety remains our priority, designed picturesque and efficient fences will be installed around the lakes. All these projects will be aligned and respectful of the French law disability accessibility requirements.

### **Food and Beverage**

The new offering of breakfast seven days a week has been very much appreciated by our Owners and guests. The successful "delivery service," implemented in June 2017, is under consideration to be offered year-round. Responding to Owners' requests, the Marketplace implemented a new "grab and go" station where you will find a great selection of fresh products, roasted chicken, quiches and pizzas slices.

### **Activities**

We are delighted to share the shuttle bus drop-off location was moved from Disney parking to the North train station bay. This request was listed as a top priority for our Owners and it improves the arrival, Disney and overall travel experiences. Last summer, we upgraded to a modern fleet of bikes and we have responded to the demand for additional tours by providing new offers around Paris.

It is a privilege for me to continue to oversee this resort on your behalf. Operating results achieved in 2017 continued to be extraordinary for Marriott's Village d'Ile-de-France. The overall guest satisfaction score in 2017 was 94% and we passed the "Commission de Sécurité" (French governmental fire prevention audit). The resort was listed on TripAdvisor as the number one option in the Seine et Marne area, scored 92% satisfaction on Booking.com and received many awards from entities such as Interval International and Hotels.com.

### **Opportunity to Serve on the Advisory Board of Directors**

In October, Holiday Owners will elect one member to serve on the Advisory Board of Directors. Any Owner desiring to become a candidate for election to the Advisory Board must complete and submit a [Volunteer Form](#). Expenses incurred for Advisory Board Member travel for Association business are reimbursed by the Association. To be considered for the next Advisory Board election, Volunteer Forms must be received by **June 5, 2018**.

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](http://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](http://MarriottVacationClub.com), please contact Owner Services. If you are calling from Europe, please dial + 800 88 55 66 77. If you are calling from another country, please visit [MarriottVacationClub.com](http://MarriottVacationClub.com) for the Owner Services Directory.

A Volunteer Form can also be obtained by contacting me by phone at 33 1 60 42 90 01, or by email at [juan.gonzales@vacationclub.com](mailto:juan.gonzales@vacationclub.com). For any questions related to the opportunity to serve on the Advisory Board, please email the Advisory Board at [ownerboard.paris@vacationclub.com](mailto:ownerboard.paris@vacationclub.com).

### **Update Your Email Address**

Please add or update your email address via [MarriottVacationClub.com](http://MarriottVacationClub.com). After logging in, select "Manage My Account", then "Account Profile", and enter in your new information. You may also contact Owner Services to update your information.

We continue to have a strong, cooperative relationship with your Advisory Board of Directors, and I am confident that with the full commitment of your Board, Management team and associates, we will continue to create unforgettable vacations experiences to all our Owners.

Cordialement,

*Juan Gonzalez*

General Manager

Marriott's Village d'Ile-de-France

Dear Fellow Owners,

Once again on behalf of the Advisory Board I would like to add to the comments made by our GM, Juan Gonzales, following another very successful year at the resort. It is hard to believe how much real progress has been made since 2010 (in Guest Satisfaction Scores (GSS) and Brand Standard) and a further expenditure (funded from the reserve) of €1.7m is planned for 2018.

I want to touch again on the Guest Satisfaction Score (GSS), mentioned by Juan, of 94%. This comes from the surveys completed by owners and guests on-line after they leave the resort. Interestingly the GSS suffers from some unusual "rules" and events. For example peoples holiday experience is affected by the weather, over which we have no control. This year our occupancy has increased to 75% but owners occupy only 9.7% of the total weeks available. (The Paris resort has the lowest owner occupation in the Marriott Vacation Club International (MVCI) system). We know that Rental Occupancy (35%) and people Exchanging (via MVCI or II) was 31% and that BOTH renters and non-MVCI exchange guests rate the resort more highly than our own owners! This last point is interesting in that Non-MVCI owners are obviously impressed with the MVCI standard on offer.

However from the GSS and through interaction with Guests one of the main topics of complaint is the shuttle bus to Chessy/Disney. Thankfully we now have a drop off point in the main bus station by the RER (Train Station), close to Disney Village and the Park entrance. Guests appear to feel that the service should be free. When I meet owners this is one subject I do try to cover. The Shuttle Bus is subsidised by THE OWNERS, it costs each of us over €6 for EACH WEEK we own (in the annual Maintenance Fee).

Since the majority of Guests are non-owners your Board thinks it only right that Guests pay a fee for the service and that we need to minimize the cost to the owners through the maintenance fee. We have suggested to the management that the bus fare be increased to €4 per round trip, equal to the local bus cost and our service enjoys a covered bus stop at the resort and direct transfer to Disney.

The (MVCI) Brand Standard, which for many years the resort failed to meet, is conducted independently and in secret by an exterior company and measures every detail of the villa, amenities and service against the same MVCI Standard that all other resorts and hotels are judged on. Our score this year hit 97%, a remarkable achievement.

Some of you know, although not many as the Group only has 59 members, that we have a FaceBook Group page called "Marriott's Village d'Ile-de-France-owners". (Here is the link to the Group Page <https://www.facebook.com/groups/264436483986403/>). The site, similar to those for the Spanish Resorts and Phuket Beach Club (PBC), is run by fellow owners and as such is independent both of Marriott International and MVCI, and also of the Owners Board. I would encourage you to join the Group when you can. The PBC site, for example, is an excellent source of Restaurant and local attraction recommendations from fellow owners. Offers of last minute and long term accommodation available directly from other owners also feature. Some of the tips are really useful.

One of the recent news items on the page, which I myself posted, dealt with the exciting news that Disney are set to spend €2bn Euros extending the Park to include new attractions amongst other things. This will almost double the size of the Park which will expand to an area close to Serris, about 1km from our Resort. Here is a link to the BBC News Story (English) <http://www.bbc.co.uk/news/business-43217593>.

Whilst I am sure the news from Disney will be welcomed by holiday makers, owners and occupiers of our Resort included, it does pose operational issues for The Resort itself. Paris has always been a difficult and expensive area in which to operate a resort and the added employment opportunities the

Park will offer, along with other spin-off activities, will inevitably make finding, recruiting and retaining good Associates more difficult and more expensive. MVCI is seen as one of the hospitality industry's best employers and staff trainers. Something you will witness at most MVCI Resorts worldwide are the "Trainees" on placement from top European Hospitality Management Schools. Let us hope we can continue to attract and retain Associates of the calibre we have come to expect at our Resort.

On that note our staff turnover last year was 37%, so this means associates stay approximately 2 ½ years, and managements' ability to improve the resort while re-training so many people is a great effort. That said our resort is seen as the "land of opportunity" for emerging talent who see their experience with us as a stepping stone to bigger things within MVCI. In the last two to three years alone staff have gone on to promoted positions in Europe and the Far East, including two GMs, the USA and elsewhere.

As Juan has indicated there are elections to the Board this year, and indeed every year, for two Board Members. Less than 2% of owners having voted last year we are keen to get suitable candidates from Owners who use The Resort and to encourage Owners to vote. The selection committee, consisting of two Board members who are not up for re-election, select a suitable shortlist from those candidates who apply. We follow criteria aimed at balancing the existing board and trying to select candidates to represent the body of owners and their geographic spread.

The Board currently has members from the UK, Ireland, Dubai (Middle East), Italy, one local French owner and includes 2 women.

I very much hope that more and more owners will chose their home resort near Paris for their vacation and experience the improved facilities and service paid for, one has to remember, with our money.

The Board would like to thank Juan and his staff, on behalf of the owners, for their dedication to making the Resort Experience so enjoyable.

With kind regards

David Johnston  
Advisory Board Chairman.

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

At the next meeting of the Advisory Board of Directors, Holiday Owners will elect member(s) to serve on the Advisory Board. As provided for in the Holiday Ownership Purchase Agreement (“HOPA”), Board Members meet at least once annually with the Management/Seller to consult and advise the management team on resort matters. Advisory Board Members are reimbursed for actual reasonable expenses incurred for travel and lodging while attending meetings, as provided for in the HOPA. A Nominating Committee will meet to select candidates for the vacant position(s). The list of candidates to be elected will be sent on a ballot to all Holiday Owners. Please complete this volunteer form if you have an interest in serving on the Advisory Board of Directors.

**TO BE CONSIDERED, YOUR FORM MUST BE RECEIVED BY 25 MAY 2018**

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

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

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

Contact information: (Telephone) \_\_\_\_\_ (E-mail) \_\_\_\_\_

If nominated, your name and occupation, along with a brief profile, will be included with the ballot. 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 Board Member. Your summary will be published exactly as stated. Please do not abbreviate words or company names. Please print clearly or type; attach additional paper as necessary.

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

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

**Note:** Please be sure that you are able to commit to attending at least one meeting per year before volunteering to serve.

**Complete and mail, email or fax to:** Marriott’s Village d’Ile-de-France  
Attn: General Manager  
Allee de L’Orme Rond  
77700 Bailly-Romainvilliers  
[juan.gonzales@vacationclub.com](mailto:juan.gonzales@vacationclub.com)  
Fax: +33-1-6042-9010

\*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 ballot, should you be selected as a candidate. Please note that employees of Marriott International or its affiliated companies or their immediate family members cannot be selected as candidates for Board membership.

**THIS FORM MUST BE RECEIVED BY 25 MAY 2018**