

April 2019

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

It is my pleasure to present to you the 2019 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 2019

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

The 2019 Resort Report is provided to keep you informed 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 am excited to announce we are in the planning stages for refurbishment of the hard case goods of the Townhouses, which is scheduled to begin in 2021. The initial meeting with the design company will take place this month where we will review design standards, French legal requirements and accessibility needs.

We continue our Annual Maintenance program in the Townhouses. The work, which includes painting, repairs, and deep cleaning, maintains the high quality you've come to expect in the Townhouses. This year, a second maintenance program was added in order to keep the highest standard of cleanliness and maintenance.

All lightbulbs in the Townhouses were replaced with LED bulbs with the objective to decrease electricity cost and continue contributing to the betterment of the environment. Also, we took advantage of low occupancy during the first two months of the year and put Phase 4 and part of Phase 3 on power saving mode.

Resort Common Areas

Work related to maintenance of the lake at Phase IV and the upgrade of the pathways was finalized. During the next weeks, a picturesque and efficient fence around the lakes will be installed. The pool experience is always a priority for Holiday Owners and guests. I am delighted to communicate the pool deck floor was completely upgraded. The new image of the outdoor pool, in combination with new umbrellas and sunbeds, will make a more enjoyable experience in this area.

The management team, along with an outside design firm, will soon begin plans to redesign the lobby area. This project is scheduled to begin during the first quarter of 2020.

New recycling stations will be placed around the resort to allow Holiday Owners and guests to participate in our recycling efforts.

The audit of our sprinkler system and the upgrade of our CCTV System projects were completed. We are currently in the process of building a fence around the resort. This project will be aligned with French law and under the supervision of Disneyland Paris.

Food and Beverage

Le Bistro offers breakfast seven days a week and is now open for lunch during the week-end. A new outdoor kitchen station will be created during the high season with the objective of offering lunch daily. Delivery service to the Townhouses is also available year-round.

The Marketplace terrace was upgraded and a large selection of fresh products and “grab and go” options will continue to be offered. Holiday Owners receive a 10% discount card at the Front Desk that can be used at Le Bistro and the Marketplace.

Activities

Our Activities team is focused on improving the quality of activities offered. A new initiative this year will combine events between our Food and Beverage team and our Activities team. We are working into upgrading the Gym area and extend it to outdoor experience. Our Concierge team is exploring a variety of tours in the area in addition to the current tours of Paris.

It is a privilege for me to continue to oversee the resort on your behalf. Operating results achieved in 2018 were outstanding. The overall guest satisfaction score was 91,4% and the Brand Standard audit score was 91%. The resort passed the management company Security and Safety audit with a score of 99%. Our associate satisfaction score was 92%, and as a result, the resort was named a Best Employer in France by Aon Hewitt. The resort was recognized by TripAdvisor as a top resort option in the Seine et Marne area, scored 92% satisfaction on Booking.com and received awards from various entities, including Interval International and Hotels.com.

Opportunity to Serve on the Advisory Board

This fall, Holiday Owners will elect two (2) members to serve on the Advisory Board of Directors. The Board typically meets at the resort twice a year, in the fall and in the spring. Between meetings, Board Members work on Holiday Owner business, share information via email and conduct special meetings via conference call as needed. Please ensure you have the time to commit to serving before volunteering.

If you wish to be considered as a candidate for election to the Advisory Board of Directors, please complete and submit a [Volunteer Form](#) to the Association. To be considered for the next election, Volunteer Forms must be received by 11 June 2019.

By clicking on the link above, you will be directed to 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 (United States) or 800 88 55 66 77 (Ireland).

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. For any questions related to the opportunity to serve on the Advisory Board, please email the Advisory Board at ownerboard.paris@vacationclub.com.

Update Your Email Address

Please add or update your email address via MarriottVacationClub.com. After logging in, select "Manage My Account", then "Account Profile", and enter in your new information. You may also contact Owner Services with your updated information.

We 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 our associates, we will continue providing great vacations experiences to all our Holiday Owners.

Cordialement,

Juan Gonzalez
General Manager
Marriott's Village d'Ile-de-France

April 2019

Dear Fellow Owners,

On behalf of the Owners Board at the Resort it is my pleasure to add a few words to those of our General Manager (Juan Gonzalez). Visitors who have been to the resort recently will have noted the changes made and certainly, via the Facebook Page and in person when I have met with owners, they appreciate the improvements made in the past months.

The most strikingly obvious are the improvements to the pathways where a resin bound stone has replaced the old chalk and sand. This gives a much smoother and cleaner surface, especially for those on bikes, and I was really pleased to see the new bike service being used so much when I was there last week.

Moving on from this the outdoor Pool Deck area has been completely replaced in the same material and new sunbeds and parasols purchased for the forthcoming season.

The lakes have all been emptied, cleaned and had their liners replaced to reduce leaks. During this work the depth of the lakes, up to 2m in places, became apparent. Water loss costs owners money as we pay for the water to refill the lakes. Fencing is going up now with, I am pleased to say, rather "cute" door access left to allow the ducks to venture onto the lawns. The area around the work will be re-seeded with grass.



The Resort continues to score highly to Guest Satisfaction, Associate Engagement (which measures how content staff are in their work) and in the Brand Standard Audit. This last measure is essential for us to maintain our Marriott Branding. It is also good to see the resort score so highly on Hotel Booking websites, especially considering the competition from Disney in the area.

Speaking of developments in the area I hope owners are aware of the announcement by Disney in 2018 of an enlargement of the Park. Disney will invest 2bn Euros into a new area comprising Lakes,

Parkland and new Theme Parks based on movies such as Star Wars and Frozen. These will begin to open from 2021 and will give owners more choice of activities in the area.

I have been asked about the situation regarding re-sale programs for the Resort and at the Board Meeting (April 13th) this was an Agenda item discussed with MVC. The HOPA (Holiday Owners Purchase Agreement) which we all signed (mine is dated 2003) covers this matter. Page 8, Section III (or 3) clause F states that a re-sale program may be introduced once 95% of weeks are sold. Whilst I am not at liberty to confirm the number of weeks sold I can tell you it is not close to this number.

Finally included in this correspondence is an invitation for you all to contribute to the future of the Resort by volunteering for the Owners Board. A committee comprising Board Members NOT standing for re-election will select candidates and we are keen to include a mix of nationalities, gender and experience. The Committee does however consider past visits to the resort as an essential part of being a board member. You need to experience the use of the Resort yourself in order to contribute to its governance and operation. Board members are elected for 3 years and can stand again for election, expenses are paid but for economy travel (as owners pay this cost in their maintenance fee). Please, also, vote for the Board, less than 1% of owners voted last year!

On behalf of the Board we would like to thank Juan and his team for their efforts on all of our behalves. We also wish you great holiday experiences for the coming years.

David Johnston
Advisory Board Chairman

VOLUNTEER FORM TO SERVE ON THE ADVISORY BOARD OF DIRECTORS

In the fall, Holiday Owners will elect member(s) to serve on the Advisory Board of Directors. Board Members meet twice a year with Management to consult and advise on resort matters. Board Members are reimbursed for actual reasonable expenses incurred for travel and lodging while attending meetings, as provided for in the Holiday Ownership Purchase Agreement. A Nominating Committee will meet to select candidates for the vacant position(s). The list of candidates to be elected will be included on a ballot sent with the Notice of Election. 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 11 JUNE 2019

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. Elected Board Members will have their names listed in Association publications. This will permit other Holiday Owners to contact you regarding the operation of their Vacation Ownership property.

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
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.

THIS FORM MUST BE RECEIVED BY 11 JUNE 2019