

April 16, 2018

Dear Marriott's Ko Olina Beach Club Owner:

It's my pleasure to present to you the **2018 Spring Newsletter**. In this issue, you'll learn about the latest developments taking place at your home away from home as well as an opportunity to serve on the Board of Directors.

Sincerely,

*David Wong*

Resort Manager  
Marriott's Ko Olina Beach Club



Dear Marriott's Ko Olina Beach Club Owner:

Aloha! Greetings from your favorite home away from home - Marriott's Ko Olina Beach Club. It is hard to believe, but in January 2018, Marriott's Ko Olina Beach Club celebrated its 15<sup>th</sup> Anniversary. We have been hard at work planning and setting in motion enhancements designed to make your next stay an unforgettable vacation experience. As your Resort Manager, it is my pleasure to inform you on what we accomplished in 2017 and our plans for 2018.

### **Resort Update**

From Owners' feedback received throughout the year, we made several improvements around the resort in 2017. Highlights include:

- A scheduled Owners Resort Update providing an opportunity to meet with me and department managers
- The Recreation team brought shade to the lagoon with the addition of 40 umbrellas and lounge chairs and additional cabanas available for rent
- For your comfort, new chaise lounges and chairs were added to the Nai'a pool decks
- In your villas, our Engineering team completed the installation of larger 49" televisions in the living rooms and 43" televisions in the bedrooms in Hale Kona and Hale Moana; the channel line-up was enhanced with additional channels for your viewing pleasure
- Bedding was upgraded to new king pillows with down-like synthetic fibers
- Villa enhancements included the addition of electric tea kettles, new luggage racks, Guest Suite rice cookers and Guest Suite laundry baskets
- Kitchen appliances in Hale Nai'a Phase IV was upgraded to stainless steel GE appliances
- Additional washers and dryers were added to the communal laundry areas in each building
- The firepit furniture was updated to a more weather resistant, outdoor seating design, capturing wonderful vistas of the lagoon and ocean
- Quick grab-and-go service is now available through the take-out window at Longboards

We welcomed a new retail tenant, Travel Traders LLC, to The Marketplace operation. After an extensive renovation and addition, The Marketplace offers a large variety of retail merchandise, a selection of groceries and ready-to-eat food items and a full-service Starbucks.

New enhancements for 2018 include:

- As an enhancement to your villa experience, you will be able to stream movies and videos via your television monitor
- The main fitness center will receive a refresh, including new flooring and state-of-the-art fitness equipment
- We are excited to begin the planning of the Lagoon Pool refurbishment; our goal is to provide you with an enhanced pool experience as well as a more enjoyable kids water area

### **Owner Satisfaction**

We are pleased to announce we achieved an 89.9% Overall Owner Satisfaction score for 2017 and continue to average above 90% as we enter 2018.

We encourage you to complete the online Guest Satisfaction Survey after each vacation stay with us. We use your feedback to constantly improve so we can continue to deliver unforgettable experiences that make your vacation dreams come true. At the same time, please share the names of our associates and how they went above and beyond to ensure your satisfaction so we may recognize them for their efforts.

### **Spirit to Serve Our Community**

Marriott's Ko Olina Beach Club associates are committed to serving in their community by volunteering and fundraising for Children's Miracle Network and other local charities. Highlights include:

- This past June, the 4<sup>th</sup> Annual "Miracles on Course" golf tournament was held. The tournament continues to set new records, raising \$28,176 which was proudly donated to the Kapi'olani Medical Center for Women and Children. This brought our total contribution to Children's Miracle Network to \$70,316 for 2017.
- Our year-round Food Drive collected 14,376 pounds of food from Owners and associates. Food collected was donated to Hawaii Food Bank.
- We are very proud of our 2017 Spirit to Serve accomplishments. Through various programs, the resort generated over \$21,000 for other local organizations, including the Visitor Industry Charity Walk and Aloha United Way. All donations will go directly to Oahu-based organizations that help our island community.

### **Annual Meeting Update**

Congratulations to Andrew McGovern who was re-elected at the 2017 Annual Meeting to serve a three-year term on the Board of Directors.

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

At the next 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. Forms must be received by **May 31, 2018** to be considered for the 2018 Board of Directors election.

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 website.

For technical support accessing the Volunteer Form on [MarriottVacationClub.com](http://MarriottVacationClub.com), please contact Owner Services at 800-845-4226.

Questions regarding the volunteer form or the election may be directed to Erica Gideon, Administrative Assistant, via email at [erica.duran-gideon@vacationclub.com](mailto:erica.duran-gideon@vacationclub.com) or by telephone at 808-679-4708.

Mahalo for your continued support of our 'ohana here at your home away from home. We look forward to welcoming you back to Marriott's Ko Olina Beach Club.

Aloha,



David Wong  
Resort Manager  
Marriott's Ko Olina Beach Club

A Volunteer Form is included in this mailing or may be obtained by contacting Erica Gideon, Administrative Assistant, via email at [erica.duran-gideon@vacationclub.com](mailto:erica.duran-gideon@vacationclub.com) or by telephone at 808-679-4708. You may also contact Erica regarding electronically submitting the Volunteer Form.

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

At the next Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. Board Members meet at least twice annually with the management of Marriott Vacation Club® 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(s). 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 31, 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. Please print clearly or type; attach additional paper as necessary.

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

**Note:** Please be sure that 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 Ko Olina Beach Club  
92-161 Waipaha Place  
Kapolei, Hawaii 96707  
Attn: Erica Gideon  
Fax: (808) 679-4880  
Email: [erica.duran-gideon@vacationclub.com](mailto:erica.duran-gideon@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 31, 2018**