

July 9, 2018

Dear Marriott's Crystal Shores Owner:

It is my pleasure to introduce you to the [Summer 2018 Newsletter](#)! In this issue, you'll learn about the latest developments taking place at your home away from home on Marco Island, Florida.

If you have any questions, please contact Pam Cooper, Senior Administrative Assistant, by telephone at 239-393-6760 or by email at [pam.cooper@vacationclub.com](mailto:pam.cooper@vacationclub.com).

Best regards,

*Dione T. Lewis*  
General Manager  
Marriott's Crystal Shores



## Marriott's Crystal Shores Summer 2018 Newsletter

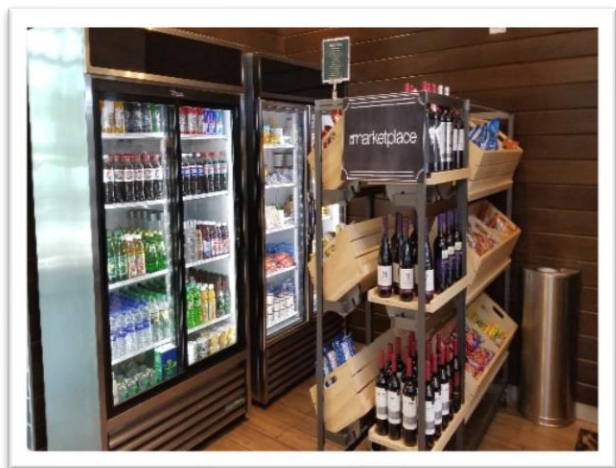
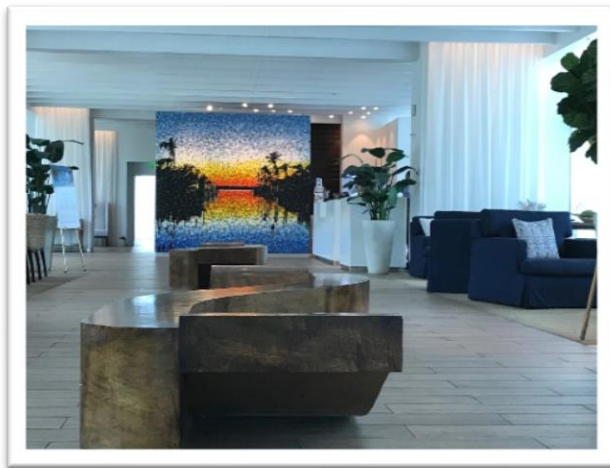


Dear Marriott's Crystal Shores Owner:

The team at Marriott's Crystal Shores is dedicated to making vacation dreams come true for you and your family during your vacations to Marco Island, Florida, and we are excited to share the following updates on improvements and changes to your resort!

### **2017 RESORT IMPROVEMENTS**

- The resort was excited to open the permanent lobby, complete with a dramatic outdoor breezeway entry that overlooks the resort's cascading pools and the Gulf of Mexico.
- Within the new lobby, the resort also opened the new Marketplace Express, offering Owners and guests a one-stop shop to find an assortment of snacks, sundry goods, drinks and freshly brewed Starbucks® coffee.



**TIME TO CELEBRATE!**

Crystal Shores received the following exciting awards from Marriott Vacations Worldwide, recognizing the commitment of the entire Crystal Shores team to Owners and guests:

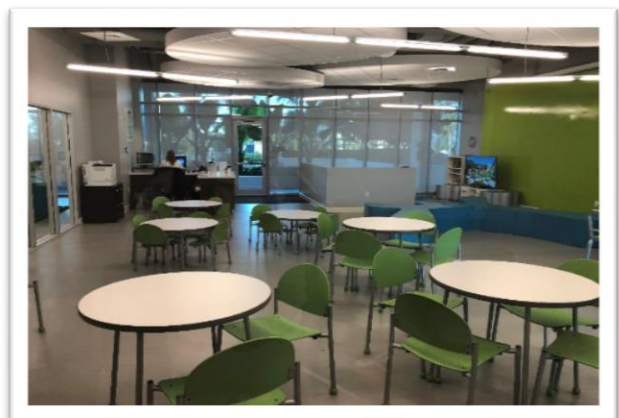
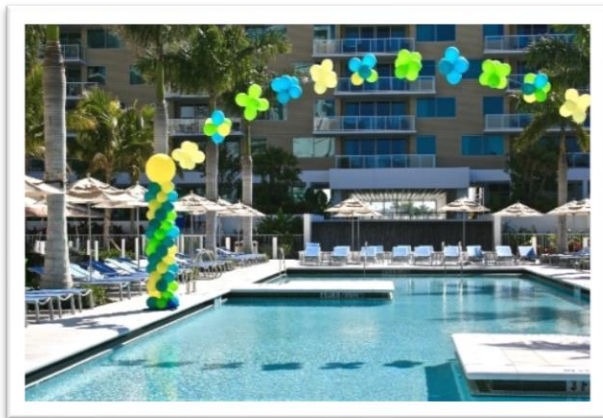
- 2017 Regional Performance Excellence Award
- 2017 Regional Excellence Pinnacle Award for Breakthrough Associate Engagement Survey Results



**2018 RESORT IMPROVEMENTS**

In late-spring 2018, the remaining 112 villas (two and three-bedroom) opened within the final wing of the Egret Tower for Owner and guest occupancy. In addition, the resort's permanent amenities were expanded to include:

- Upper Cascade Pool along with two additional whirlpool spas
- WAVES Activities Center and Chill Lounge (Teen Club)
- Fitness Center and locker room facilities
- Gulfshore multi-purpose room, immediately adjacent to the resort's entry breezeway

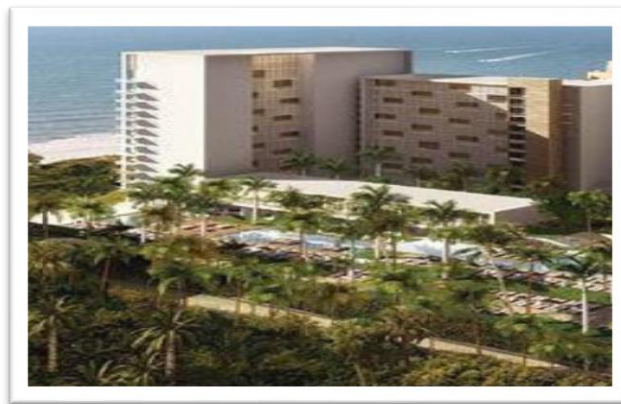




### **2018 REFURBISHMENT PROJECTS**

Although construction is nearing completion at the resort, your Board of Directors and Resort Operations team continues to partner to pursue projects to preserve and enhance existing villas and amenities across the resort. Major projects in 2018 include:

- Soft goods refurbishment in the Osprey Towers, complete with the installation of a new villa bedding package.
- Resurfacing of the Lower Cascade and Grotto Pools, as well as all existing spas.



### **OWNER ACTION ITEM AND ANNUAL MEETING UPDATE**

Please consider opting-in to receive electronic mailings from the Association, helping to not only reduce mailing costs, but to ensure the timely delivery of important Annual Meeting and Budget information.

To ensure you receive information regarding the 2018 Annual Meeting and the Proposed 2019 Maintenance Fee Budget via email, click on this link <https://www.marriottvacationclub.com>, login to your Owner Account using your Username and Password and complete the following steps:

- Select “Owners Association” and then “Register for Online Document Notification”.
- Under the tab titled “Communication Settings”, select “Edit Settings”, and then
  - select “Register” from the drop-down menu
- Click “Account”
- From the drop-down menu, select “Profile”
- Click “Register for Online Document Notification”
- Click “Edit Settings” near “Online Owner Association Document Notification”
- Select “Register” under “Opt-In”
- Click “Save Changes”

Note: If you have already opted-in to receive COA documents electronically, your Owner Account will show as “Registered” under the column of “Opt-In”; therefore, you have no further action to take.

Additionally, if you need to update your email address, you can do so online at <https://www.marriottvacationclub.com> or you can contact Owner Services at 800-845-4226.

Please be assured that the intent for Owners to opt-in is to help reduce association mailing costs, as well as ensure the timely delivery of Association related documents.

This year’s Annual Meeting will be held at Crystal Shores on Thursday, October 4, 2018 at 1:00 p.m. While we welcome all Owners to attend, we understand that might not be possible for everyone to make the trip to Marco Island.

The Annual Meeting Notice, including the Limited Proxy allowing you to elect two members to the Board of Directors as well as to vote on waiving fully funded Reserves will be mailed at the end of August.

### **VACATION PLANNING & QUESTIONS**

We are here to help you plan your next unforgettable vacation experience. For support, please contact Marriott Vacation Club Owner Services at 1-888-682-4862 to discuss available options.

### **FINAL NOTES**

When completing your guest survey sent to you after you leave the resort, if any staff members made your stay especially memorable, please include their name and explain how they helped you. You may not know, but these “Way to Go’s” are recorded for all employees and can easily make someone’s day.

From all of us at Crystal Shores, please have a safe and fun summer. We look forward to seeing you on your next visit to paradise!

Enjoy your day and hope you are making unforgettable memories!

Sincerely,

*Dione*

Dione T. Lewis  
General Manager  
Marriott’s Crystal Shores