

April 23, 2018

Dear Marriott's OceanWatch at Grande Dunes® Owner:

I am pleased to introduce you to the 2018 Spring Newsletter from Marriott's OceanWatch. In this issue you will learn about the latest developments taking place at your home away from home in Myrtle Beach, as well as an opportunity to serve on the Board of Directors.

I have also included a copy of the recently updated Day Pass Policy.

Please contact me with any questions by phone at 843-692-5501 or via email at [paul.bishop@vacationclub.com](mailto:paul.bishop@vacationclub.com).

Best regards,

*Paul S. Bishop*

General Manager

Marriott's OceanWatch at Grande Dunes®

April 2018

Dear Marriott's OceanWatch at Grande Dunes® Owner:

I am excited to share with you our 2018 Newsletter. In this edition, I will share our 2017 Owner and Guest Satisfaction Survey results, a final update and information regarding Hurricane Matthew which impacted Myrtle Beach in October 2016 and the revised Pool Chair and Day Pass Policies.

### **Owner and Guest Satisfaction**

2017 ended on a great note! Our Overall Owner Satisfaction score was 95.6%, which is a 1.3%-point improvement over 2016 and our highest score in the history of the resort. Our Overall Guest Satisfaction score was 94.5% at year-end, 0.1 points below 2016. I appreciate the 1,200+ returned Owner Satisfaction Surveys and over 3,000 Guest Satisfaction Surveys that were submitted last year.

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. Most of all, we use your comments to constantly improve our operation and processes. Of course, if you are at the resort, I encourage you to make us aware of anything we can do to make your vacation time more enjoyable! Another great way to give your feedback is at our weekly Owner's Forum. At the Owner's Forum resort and refurbishment updates are shared, a review of how the Association Reserve Fund works and Sales and Marketing provides an update on Owner benefits. This meeting typically lasts one hour. The location and time can be found in the Activity Guide.

In conjunction with your Guest Satisfaction Survey, your resort associates are rewarded for creating memorable vacation experiences. When you complete a Guest Satisfaction Survey and mention an associate who created a great experience for you, they receive a "Way to Go!" award. In 2016, our associates were recognized by name 1,041 times and in 2017 that number climbed to 1,075! Each year, Marriott Vacations Worldwide recognizes any associate who achieves more than 200 "Way to Go" mentions. We're proud to announce that Jewel, one of our outstanding Fitness Instructors and Earl, who works with our Pre-Arrival team both achieved over 200 lifetime Way to Go's in 2017! Tim, who works in our Front Office and has worked at OceanWatch from day one, has now earned over 500 Way to Go mentions, making him a Diamond Award winner! Our team is ready to serve you, so please let us know if we created unforgettable experiences for you.

### **Pre-Arrival Requests and Renting Out Your Villa**

Please remember to complete and return the Pre-Arrival questionnaire that is emailed to you prior to your arrival as it will help us prepare for your vacation. Please be sure to let us know if anyone is celebrating a special event so we can recognize the day! If you will be renting your villa, please call Owner Services to add their name to the reservation, so they may check in without you present. If possible, please provide their phone number so we may call them to share with them information on the property and preferences they may have for their vacation. Please be aware of who is utilizing the villa in your absence. Ultimately, as the Owner, you assume responsibility of the conduct of the occupants while they are at the resort, including inside the villa.

### **Hurricane Matthew**

As many of you recall, Hurricane Matthew hit on October 8, 2016 and caused significant damage all along the Grand Strand. Several hotels and businesses were affected, including OceanWatch Villas. Sadly, some businesses never reopened. However, we're happy to report the remediation at OceanWatch was 100% completed in early 2017 and the insurance claim was settled and paid in December 2017.

The site received total proceeds (money received through the Disaster Recovery line item and the insurance company reimbursement) of \$13,800,000. Total property damage expenses were \$11,600,000 which resulted in a positive difference of \$2,200,000. The majority of the variance, \$1,200,000, relates to "business interruption coverage" due to the resort being closed for several weeks while repairs were being completed. The Board decided to move \$500,000 of the \$2,200,000 variance to the Operating Fund surplus. The surplus

is made up of savings from the annual budget each year. It's recommended that there always be 5% of the annual budget, approximately \$800,000, in the surplus to help protect against any budget overruns. The remaining \$1,700,000 was moved to the Replacement Reserve Fund to assist in lowering future year maintenance fee increases.

As a reminder, the \$200 Disaster Recovery fee, that was part of your 2017 Maintenance Fee, was removed from your 2018 Maintenance Fee.

### **Resort Activities**

The resort Activity calendar continues to offer a variety of engaging activities with the goal of enhancing your vacation experience. During your next vacation, be sure to check out our two newest activities, Creative Canvas Marbling and Find your Own Pearl, where you can create a memory to take home with you!

Download a free QR scanner application on your mobile device, scan the QR code below for all resort information at your fingertips. The QR code updates each Friday with the following weeks' activities and events, along with additional information.



### **Pool Chair Policy**

In 2017, we implemented a revised Pool Chair Policy with much success. We saw a significant reduction in unused "saved" chairs and an overall improved experience. OceanWatch was rated in #2 within the Marriott Vacation Club portfolio of resorts for a positive pool experience. As a reminder, pool chairs are not allowed to be saved prior to 9:00 a.m. and chairs may only sit empty for one hour after 9:00 a.m. These changes were necessary to continue to find the right balance of fairness and enjoyment of the pool deck for everyone.

Please remember, as outlined in the Rules and Regulations of your Association governing documents, "running, ball playing and throwing objects is not permitted" in any of the resort pools. This rule will continue to be enforced.

### **Day Pass Policy**

The revised Day Pass Policy outlines when local Owners may utilize the resort facilities. Your Board of Directors approved changes to this policy to ensure the enjoyment of local Owners and those Owners and guests staying at the resort throughout the year.

### **Children's Miracle Network**

Each year the resort hosts and participates in events to raise money for Children's Miracle Network (CMN), and more specifically the McLeod Children's Hospital, in Florence, South Carolina. Money is raised a variety of ways, from the sale of wrist bands at check-in, the purchase of a refillable mug at the Sand Dollar Grille, hosting the Torch Relay for CMN Hospitals event and weekly events. Through these many events, we surpassed our goal of \$40,000 and raised over \$61,000 in 2017! Thank you to all that supported our efforts last year!

### **Myrtle Beach Upcoming Events**

- Myrtle Beach Bike Week® Spring Rally: May 11 – 20, 2018
- 37<sup>th</sup> Annual World Famous Blue Crab Festival: May 19 & 20, 2018
- Atlantic Beach Memorial Day Weekend Bikefest: May 25 – 28, 2018
- Broadway at the Beach Fireworks: Every Tuesday & Friday at 10:00 p.m.: June 5 – August 28, 2018
- Myrtle Beach World Amateur Handicap Championship: August 25 – August 31, 2018
- Myrtle Beach Bike Week® Fall Rally: October 1 – 7, 2018
- Brookgreen Gardens Nights of a Thousand Candles: December 6 – 9; December 13 – 16 and December 20 – 22, 2018

Please note these dates are based upon the latest information available at time of printing.

**Please 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.

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

At the 2018 Annual Meeting, Owners will elect member(s) 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 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 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, please contact Owner Services at 800-845-4226.

A Volunteer Form can also be obtained by contacting Karen Haymore, Guest Relations Manager, by phone at 843-692-5502 or via email at [karen.haymore@vacationclub.com](mailto:karen.haymore@vacationclub.com).

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:

Brian Myers – President  
Betsy Matthew – Vice President  
Glenda Sanderson – Treasurer  
Birgit Koellner-Gozlan – Secretary  
Alan McGraw – Director

As always, I want to ensure you have memorable vacation experiences! I value and utilize your input regarding how we can further improve your stay at OceanWatch. We strive to be one of the premier Marriott Vacation Club resorts and we look forward to you “coming home”!

Sincerely,

*Paul S. Bishop*

General Manager  
Marriott’s OceanWatch Villas at Grande Dunes®

### **Message from the Board of Directors**

We are honored to serve as your Board of Directors as we continue to make your vacation experience our top priority. Your support of our initiatives is critical, and we thank you for your suggestions and feedback while vacationing at the resort. We are particularly delighted that we have been able to keep maintenance fees low, thanks in large part to the diligent focus on savings that Paul and our onsite Management team has every day. We also applaud Paul and his team in their endeavor to showcase their hospitality at your home away from home. Enjoy your time at OceanWatch! Should you wish to contact the Board, you may email us at [mvwownerboard@vacationclub.com](mailto:mvwownerboard@vacationclub.com). Please allow 24-48 hours for response time as this mailbox is not monitored daily.

*Brian Myers*

President

OceanWatch Villas Owners Association



## DAY PASS POLICY

April 2018

Day passes will only be available for eligible OceanWatch Owners who have closed on their purchase of an OceanWatch timeshare interest and are current with their maintenance fees and any other outstanding charges. Owners from other MSCI resorts, or MSCI Points Owners not staying at OceanWatch but visiting the Myrtle Beach area, are not eligible for a day pass and are not permitted use the common areas of OceanWatch Villas.

The number of day passes, if any, issued on any given day will be determined by the management company in its sole and absolute discretion. In making this determination, management company may consider the actual number of people in occupancy, available parking, and the maximum occupancy design of the facilities, among other factors. Owners wanting to obtain a day pass must call the resort (843/692-5500) 24 hours in advance to inquire if day passes are available. Use of the resort's facilities through a day pass will be limited to no more than six (6) persons per day, per pass issued, and only allows use of the common recreational areas only for the date issued. At no time shall guest(s) of an Owner be allowed to remain at the property without the presence or company of such Owner and, under no circumstances, may a day pass be issued to unaccompanied guests of an Owner. A Day Pass will not be issued to any Owner while such Owner is in residence at the Condominium.

Issuance of a day pass will permit entry of one (1) vehicle into Marriott's OceanWatch Villas but does not guarantee the availability of a parking space. Parking for Day Pass holders will be authorized in public spaces only on a space available basis.

**September 15 – May 15:** Day pass privileges will be issued between the hours of **8AM-9PM** – subject to availability. A day pass entitles the Owner [and up to six (6) accompanying guests] to use all the on-site common recreational facilities that are typically made available to Owners while vacationing during their usage week. This includes the use of all swimming pools, spas, the lobby, exercise facilities, Sand Dollar Grille, MarketPlace Express, Sand Dollar Pool Bar, and Activities Room. Owners utilizing the resort on a day pass are not entitled to certain Activity programs which are available to Owners on their usage week. Please check with the Activity Manager for details.

**May 16 – September 14:** Day pass privileges will be issued between the hours of **10AM-9PM** – subject to availability. A day pass will entitle the Owner to use the on-site common recreational facilities at the Woodsy pool, Woodsy spa, and beach access areas. Also included is the use of the Sand Dollar Pool Bar, the Sand Dollar Grille, lobby, exercise facilities, The MarketPlace Express, Woodsy Kiosk and Activities Room. Owners utilizing the resort on a day pass are not entitled to certain Activity programs which are available to Owners on their usage week. Please check with the Activity Manager for details. During this time, Owners and their guests may not use the pool chairs surrounding the upper and lower seaside pools.

**Blackout Dates:** Generally, from June 26 – July 14, day passes will not be issued due to high occupancy. Further, Management Company, in its sole and absolute discretion, may institute certain other blackout dates, including (without limitation) certain holiday periods. Blackout dates may vary from year to year in the sole and absolute discretion of Management Company.

Founding Members may use the facility per the guidelines provided to them at time of purchase. These Owners must have their Founding Member identification card with them at time of use.

Use of the facilities through a day pass will be at no cost to the Owner and accompanying guests. The management company reserves the right to institute, without notice, a fee for such usage that will be credited to the OceanWatch Owners Association, Inc. Additional services on a pay per use basis may be made available, and we accept credit card only. The access to the resort's common recreational facilities that is provided to an Owner pursuant to a day pass shall not, under any circumstances, be greater than the access such Owner is otherwise provided while in residence at the property and does not entitle Owner to any free or complimentary services not otherwise available to such Owner during the time that he/she is in residence at the property. Notwithstanding the foregoing, management company, in its sole and absolute discretion, reserves the right to make additional services available to all Owners and guest(s) on a pay per use basis.

Owners and accompanying guests will be subject to the published Rules and Regulations for the property while using the facilities as day pass guests. The day pass privilege may be revoked and suspended if the Owner or accompanying guests violate the Rules and Regulations.

This day pass policy amends, restates and supersedes, in their entirety, any prior day pass policies, or amendments thereto, previously promulgated.

The management company may, in its sole discretion and without notice to Owners, amend this day pass policy from time to time, or completely discontinue it.

Marriott Resorts Hospitality Corporation

*Paul Bishop*

General Manager

Marriott's OceanWatch Villas at Grande Dunes

**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® 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(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 June 5, 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 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 OceanWatch Villas  
8500 Costa Verde Drive  
Myrtle Beach, South Carolina 29572  
Attention: Paul Bishop  
Fax: 843-692-5510  
Email: [Paul.Bishop@vacationclub.com](mailto:Paul.Bishop@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 JUNE 5, 2018**