

February 21, 2018

Dear Marriott's Shadow Ridge Owner:

I am pleased to introduce you to the 2018 Newsletter from Marriott's Shadow Ridge. In this issue, you will learn about the latest developments taking place at your home away from home.

Please also consider opting-in to receive mailings required by the Association's governing documents or applicable law via electronic transmission through an e-mail address. Examples of required mailings may include: notices of meetings, financial statements, budgets and amendments to the governing documents.

In order to receive these items by electronic transmission, Owners must first explicitly provide consent (or "opt-in"). Consent to receive required mailings by electronic transmission is effective unless it is revoked at a later time.

To opt-in, log into your Owner account on <https://owners.marriottvacationclub.com>. Click on "My Account". Click on "Review/Update Owner Information". Click on "Register of Online Document Notification". Click on "Edit Settings".

Best regards,

*Matthew Barker*  
General Manager  
Marriott's Shadow Ridge



February 21, 2018

Greetings Marriott's Shadow Ridge Owner,

I hope you and your family are off to a great start in 2018! We are very excited for 2018 and are delighted to share with you several updates from your beautiful desert oasis home.

### **Activities**

In 2017, the Activities Department was very successful by growing the clubTHRIVE<sup>SM</sup> fitness program. With daily classes including Pool Barre, aquaFIT, and yoga, the team is excited to help you maintain your fitness regimen or introduce you to something new while on vacation. The teams' poolside presence was increased by bringing new activities including bingo, trivia and Name that Tune poolside. In the Enclaves, the media wall technology was expanded and a new event, Movie and Music Bingo, was offered. Weekly socials continue to be popular and include beer, wine and champagne soirees. The events are a great opportunity to meet fellow Owners and members of the Leadership Team while enjoying a refreshing beverage.

### **Front Office**

The Front Office continues to achieve notable progress streamlining your overall arrival experience with an improved Pre-Arrival process. Prior to your next visit, you should receive an email from the Pre-Arrival Team with villa information including more accurate details and preferences regarding villa assignment. You may contact the Pre-Arrival Team by phone at 760-674-2600 or by email at [mvcctdsr.prearrival@vacationclub.com](mailto:mvcctdsr.prearrival@vacationclub.com). The Front Office Team also made changes to improve the check-in process and several enhancements to the lobby.

### **Golf**

Marriott's Shadow Ridge Golf Club continues to be held in the highest regard in the local and national golf community. Recent recognition includes a Top 10 national ranking in course conditions, according to Golf Advisor. The course is also listed as a Top 200 Resort Course in the country, according to Golfweek Magazine's Ultimate Guide to Golf Course Living. In addition to superb conditions, the team remains committed to delivering an unforgettable golf experience to all Owners.

In 2018, the course will undergo the following important and required annual maintenance:

- Course aerification will occur in July and August (specific dates to be determined)\*
- Annual course over seeding - October 1- 26. (The course will reopen October 27)

\*Course conditions are affected for approximately 15 days following course aerification.

For additional information, please contact the Golf Team at 760-674-2700.

### **Green Initiatives**

The resort team continues to focus on reducing our footprint on the environment. In 2017, we discontinued the use of conventional printing paper and began using thinner printing paper. We increased savings and recycling efforts in conjunction with our Resort wide recycling program and are proud to have saved nearly 100 trees. We continue to focus on recycling and annually divert nearly 250 tons of trash from the landfill.

The Housekeeping team continues to ensure villas are compliant to green initiatives. All villas have a blue recycling bin, which we encourage all to utilize. We continue our partnership with "Clean the World". The organization collects and recycles soap and hygiene products from the hospitality industry. The products are recycled and donated to domestic homeless shelters and to 118 countries. In 2017, we donated almost 10,000 pounds of soap, which created nearly 30,000 new bars of soap.

### **Projects**

Our goal is to continue enhancing the aging assets as well as incorporating new and innovating projects at the resort. In 2017, we completed several projects such as painting 17 exterior Villages Buildings which included stucco, facade, balconies, railings and carports. During the painting project, the resort was undergoing the

largest project of the year – the villa refurbishment. The project consisted of replacing soft goods for buildings 1000-1500, 2400-2500, for a total of 153 2-bedroom villas and the replacement of both case and soft goods in buildings 2200-2300, which was a total of 46 2-bedroom villas. Feedback from Owners and guests regarding the refurbishment have been extremely positive. In addition, both Chuckwalla and Snake Bites Pools were replastered with a new durable pebble technology product.

Another enhancement to the property was the replacement of all tennis court light fixtures with new LED lights. Lastly, in the Fourth Quarter, the television in-room service programming project began. The project, slated for completion in the First Quarter of 2018, will give you an improved high-quality picture and 80 high-definition channels. The new system will also provide interactive web-programming options such as Netflix, Hulu and YouTube. In 2018, the resort team will continue to focus on projects to enhance the resort to include additional barbeque grills, a new fire pit at Snake Bites Pool and an upgraded audio system at both Chuckwalla and Snake Bites Pools, among many other projects.

### **Loss Prevention**

Our Loss Prevention Team continues to enhance safety and security awareness for Marriott's Shadow Ridge Owners and guests. The team has implemented several programs to help mitigate potential safety issues and concerns. The programs increase Loss Prevention presence throughout the property, including one of our most popular amenities, the pool areas. The efforts included monitoring potential hazards, such as floatation devices, coolers and outside alcohol. In 2018, Loss Prevention will continue to closely monitor and follow the same processes.

### **Reservation Reminder**

As you make your 2018 vacation plans, please remember that you may make reservations beginning at 9:00 a.m., Eastern time, 12 months prior to the first check-in date of your desired week. If you have questions about this information or would like to make reservations, please contact Owner Services at 800-845-4226 or visit [marriottvacationclub.com](http://marriottvacationclub.com).

Our Owners have a tremendous sense of pride in Marriott's Shadow Ridge. As a result, the resort enjoys a very high Owner occupancy. Due to the high number of Owners we welcome back each week, we are often challenged by specific villa location requests.

When Owner occupancy is high, we receive many requests for certain views and high floors that we are not always able to fulfill. We have implemented a rotation system to assign villas. If you have requested, and received, a high floor (or certain view) during your previous stay, we may not be able to honor that request on your next visit. This will allow us to fulfill a request from an Owner who had the same request in the past but was unable to secure a high floor (or view) during their last stay. Naturally, we will continue to do our best to honor as many Owner requests as possible. Please remember all weeks are floating time, and units and views cannot be guaranteed.

### **Opportunity to Serve of the Boards of Directors**

At the next Annual Meeting, scheduled for October 25, 2018, Owners will elect members to serve on the Boards of Directors. Any Owner desiring to become a candidate for election to the Boards of Directors must complete and submit a Volunteer Form to the Associations. The Volunteer Forms will be sent to all Owners in May. We encourage you to complete the form and support the Associations. The deadline to submit a form is June 26, 2018.

Your opinion truly guides everything we do, and we would love to hear from you. We can only provide the kind of personalized service you've come to expect from us with your continued input, so please remember to complete the online Guest Satisfaction Survey after your stay. We want to know how we made a positive impression, and what we can do to make your vacation even more memorable. We also recognize and reward associates when they go above and beyond to ensure your satisfaction, based on your feedback.

### **Section 4041 of the California Davis-Stirling Act**

In a few months, you will again receive by mail a post card sent to you by your association regarding Section 4041 of the California Davis-Stirling Act. Section 4041 requires owners of separate interests in a common

interest development to annually provide the association with specified written information with the purpose of receiving notices from the association.

Please submit your current mailing address and additional information, if applicable. The mailing will be sent annually unless the legislation changes. Email requests to update Owner information are not currently approved for transmission in California.

Since you own a timeshare interest in Shadow Ridge Condominium Association condominium project, you would check either "owner-occupied" or "rented out", depending on your actual usage of your timeshare interest. "Parcel is developed and vacant" and "Parcel Undeveloped" do not apply to Marriott's Shadow Ridge. If you have any questions regarding Section 4041 of the California Davis-Stirling Act, please contact the resort by email at [MVCISROB@vacationclub.com](mailto:MVCISROB@vacationclub.com).

On behalf of the entire team, thank you for choosing to make Marriott's Shadow Ridge your home away from home. We look forward to serving you throughout 2018 and are committed to creating a truly unforgettable vacation experience for you, your family and friends.

Sincerely,

*Matthew Barker*  
General Manager  
Marriott's Shadow Ridge