



April 2018

Dear Marriott's Waiohai Beach Club Owner:

Aloha from Marriott's Waiohai Beach Club `Ohana of Ho'okipa, (family of hospitality). I would like to take this opportunity to share with you the many great things the resort team accomplished in 2017. Before I begin, I would like to say Mahalo for your continued loyalty and being part of the Waiohai `Ohana.

We are pleased to share exciting changes to our leadership team. In January, Jacob Vogelgesang joined us as Director of Operations. In March, Sheri Fields joined us as Food and Beverage and Activities Manager.

Owner and Guest Satisfaction

In 2017, we earned a 92.3% overall Owner Satisfaction score ranking the resort team #1 in the Hawaii Region. Our mission of delivering unforgettable experiences to our Owners and guests remains our driving force in earning this score. We are equally committed in maintaining the quality of our product.

Please continue to provide your feedback, and we will continue to strive to make your next stay even better. A friendly reminder to complete the online Guest Satisfaction Survey after each vacation as 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. We also want to recognize and reward our associates who go above and beyond to ensure your satisfaction. Most of all, we use your comments to constantly improve our operation, so we can continue to deliver unforgettable experiences that make your vacation dreams come true.

The following associates are being recognized because of your comments in 2017:

- 200 Way To Go's
 - Rand Asuncion, Guest Service Agent
 - Michelle Pascual, Resort Activities

Resort Update

I am very excited to share highlights of completed projects in 2017 to enhance the resort:

- Retrofitted LED lighting
- Installed security camera system
- Enhanced Honu Bar, replaced turf with bricks and installed new tables, chairs and umbrellas
- Completed Marketplace renovation and transitioned to Travel Traders
- Refreshed elevators, replaced panels on walls
- Repaired bridge over pool
- Installed Incomm to monitor energy savings in villas
- Installed Saflok/RFID and replaced entry door hardware for enhanced security

Current and Upcoming Projects

- Electric water heater currently being replaced with Lochinvar gas heater system
- Exterior painting scheduled June 4, 2018 – December 14, 2018

Villa Renovation

- 2019 villas soft goods renovation scheduled August through December

How Villa Requests are Honored

Our Owners have a tremendous sense of pride in Marriott's Waiohai Beach Club. As a result, the resort enjoys one of the highest Owner occupancy rates of all Marriott Vacation Club resorts. Due to the very high number of Owners we welcome each week, we are often challenged by specific villa location requests.

We receive multiple requests for certain views and high floors, which we are not able to fulfill. If you have requested and received a particular villa during your previous stay, we may not be able to honor your request on your next visit. We will do our best to accommodate as many Owner requests as possible. Please remember all weeks are floating time and units and the view in a single category may vary. During the villa assignment process, ownership and usage during stay are considered. Should you require assistance, please call the Front Desk at 808-742-4400.

Friendly Reminders

- **Smoking** —Smoking, including e-cigarettes, is prohibited throughout the entire Waiohai Beach Club complex, except in designated smoking areas.
- **Housewares** – We follow the Marriott Vacation Club Brand Standard housewares package. If there is a houseware item that you would like but is not in your villa, please let us know, and we will be happy to check our inventory for the item and deliver to your villa if it is available.
- **Pool Wristband** – Wristband must be worn while enjoying the pool areas. This proves to be very effective in ensuring that our pool is being enjoyed exclusively by our Owners and guests. A maximum of eight (8) wristbands per villa will be issued at the pool hut.

Annual Meeting Update

In August, you will receive the 2018 Notice of Annual Meeting for both Associations. If you are unable to attend the Annual Meetings in person, it is important you submit your Written Consent Ballot and Limited Proxy prior to the meetings so quorum can be met. Not reaching the required number of votes for quorum results in follow-up campaigns to Owners, which adds a significant incremental expense to the Associations. It is important all Owners exercise their right to vote – so please submit your Written Consent Ballot and Limited Proxy early!

Opportunity to Serve on the Board of Directors

At the next Annual Meeting, Owners will elect members to serve on the Boards of Directors. Any Owner desiring to become a candidate for election to the Board of Directors must complete and submit the enclosed Volunteer Form to the Associations. Board Members are requested to attend the spring conference call and the fall Board Meeting and Annual Meeting in person at the resort. There may be additional meetings/conference calls scheduled throughout the year based on business needs. Expenses incurred for Directors travel for Association business are reimbursed by the Association. Please consider supporting your Associations.

Forms must be received by 4:00 p.m., Hawaii Standard Time, on June 13, 2018.

A Volunteer Form may also be obtained by contacting Jenni Saguid, Administrative Assistant, by phone at 808-742-4402 or via email at jenni.saguid@vacationclub.com. Please contact me if you have any questions by phone at 808-742-4400 or via email at christina.gabriel@vacationclub.com.

If you are on Facebook, please "Like" Marriott's Waiohai Beach Club Facebook page to stay current on upcoming events and enjoy great resort pictures.

On behalf of the `Ohana at Marriott's Waiohai Beach Club, I thank you for choosing to make Waiohai your home away from home. We look forward to serving you throughout 2018 and are committed to creating a truly memorable vacation experience for you, your family, and friends.

Mahalo nui loa,

Christina Gabriel

General Manager

Marriott's Waiohai Beach Club

Enclosure

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 Associations. 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 and Written Consent Ballot sent with the Notice of Annual Meeting. Please complete this volunteer form if you have an interest in serving on either or both Board of Directors for your Associations.

To be considered, your form must be received by 4:00 p.m., Hawaii time, on June 13, 2018

Please check the appropriate box(es) for the Board(s) you are volunteering to serve on:

- Association of Apartment Owners of Waiohai Beach Club**
- Waiohai Beach Club Vacation Owners Association**

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.

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 Waiohai Beach Club
2249 Poipu Road
Koloa, Kauai, Hawaii 96756
Attn: Jenni Saguid, Administrative Assistant
Fax: 808-742-4496
Email: jennilyn.saguid@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 4:00 P.M., HAWAII TIME, ON JUNE 13, 2018