

May 2017

Dear Marriott's OceanWatch at Grande Dunes® Owner:

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

Owner and Guest Satisfaction

2016 ended on a great note! Our Overall Owner Satisfaction score was 94.3%, which is a 0.7point improvement over 2015 and our second highest score in the history of the resort. Our Overall Guest Satisfaction score was 94.6% at year-end, the highest score in history. I appreciate the 800+ returned Owner Satisfaction Surveys and over 2,200 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, we always encourage you to make us aware while you're on site if there's anything we can do to make your vacation time more enjoyable!

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 2015, our associates were recognized by name almost 900 times and in 2016 that number climbed to 1041! Each year, Marriott Vacations Worldwide recognizes any associate who achieves more than 200 "Way to Go" mentions. Our team is ready to serve you, so please let us know if we created unforgettable experiences for you.

Hurricane Matthew

Hurricane Matthew hit on October 8, 2016 and caused significant damage all along the Grand Strand. Several hotels and businesses were effected, including OceanWatch Villas. We're happy to report the remediation is 100% completed, whereas, many businesses along the strand are still reeling from the devastation. Most of the damage sustained at the resort occurred inside the villas, as it appears that we had considerable water penetration from the driving wind and rains. Companies specializing in damage assessment and remediation were brought in they determined that over 80% of the villas were "wet". Consequently, affected dry wall, carpet and padding all had to be removed. We've included some pictures below to give you a sense of the work that was done.

The pergola outside of the Starfish Grille:



Villa and Lobby interiors:



Fire Pit area:



Dry air being pumped into the buildings to remove moisture:



Broken roof tiles:



The resort was closed completely for 22 days, including two days of evacuation prior to the storm. Once we could return to the resort, we began the process of assessing the damage and ensuring our resort was restored to its pre-hurricane beauty remediation. The remediation company brought in over 250 workers, performing all sorts of trades, who helped us address the damage caused by the storm. We opened the Starfish and Conch Buildings on October 28 and each week thereafter, we opened more sections of buildings until we were completely up and running on November 20. While it was a stressful and difficult process, the amount of work that was completed in such a relatively short amount of time was simply amazing.

Silver Linings

The management company is diligently working with the insurance adjuster to finalize and file the Association's claim. The great news is the property is going to look better than ever! There was already a refurbishment planned for Starfish and Maple and many of the rooms in the other buildings also got new carpet and a fresh coat of paint after the storm. Also, the exteriors of the buildings are going to look better than ever. As you may remember the exteriors of the Starfish, Maple and Pine buildings were going to be painted in 2016. Again, because of the storm that work was expanded to include Conch and Scallop, as well, and that work was all completed in 2017. In essence, the entire property has gotten a facelift with new paint and sealants throughout.

As a reminder, the \$200 Disaster Recovery fee, that was part of your 2017 Maintenance Fee, was collected to pay for various costs, fees, and expenses relating to damage from the storm such as debris removal, various repairs, and the deductible. Currently, the Association members shouldn't expect any additional expense from the storm.

Villa Renovations

I am pleased to share the refurbishment of both the Starfish and Maple Buildings and the Lobby were successfully completed. Photos of the refurbishment are included for your review. Your resort looks fresh and ready for another great year and many more years to come!

Villa



Lobby



Freshly painted buildings



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, the In-Trinity stretching and exercise class and Sand Art, where you can create a memory to take home with you!

New Pool Chair Policy for 2017

Each year we look to improve your experience and this year is no different. Two significant changes to our current Pool Chair Policy are being implemented this summer. Pool chairs will not be 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 are necessary to continue to find the right balance of fairness and enjoyment of the pool deck for everyone.

As a reminder, and 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.

Conch Building Access

Due to damage which occurred afterhours in the Sales and Marketing area, Owners and guests will no longer have access to the 2nd floor after 5:00 p.m.

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 such as the “Bratfest” Dinner. Through these many events, we surpassed our goal of \$36,000 and raised over \$43,000 in 2016! Thank you to all that supported our efforts last year!

Myrtle Beach Upcoming Events:

- Myrtle Beach Bike Week® Spring Rally: May 12 – 21, 2017
- 36th Annual World Famous Blue Crab Festival: May 20 – 21, 2017
- 2017 Atlantic Beach Memorial Day Weekend Bikefest: May 26 – 29, 2017
- Broadway at the Beach Fireworks: Every Tuesday & Friday at 10:00 p.m.: May 31 – August 30, 2017
- Myrtle Beach World Amateur Handicap Championship: August 28 – September 1, 2017
- Myrtle Beach Bike Week® Fall Rally: October 2 – 8, 2017
- Brookgreen Gardens Nights of a Thousand Candles: November 30; December 1 – 2; December 7 – 9 and December 14 – 17, 2017

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. 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.

Reasons to Celebrate!

OceanWatch Associates of the Year 2016:
Angela Livingston – Pre-Arrival
Ann Pitz – Food and Beverage
Gary Lytle – Engineering
Gulnora Aynayeva – Accounting
Ladislao “Danny” Fernando – Housekeeping
Matt Firment – Supervisor of the Year – Loss Prevention
Nicholas Fusco – Manager of the Year – Front Office

Opportunity to Serve on the Board of Directors

At the 2017 Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. 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.

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 19, 2017.

A Volunteer Form can also be obtained by contacting Kristie Briglio, Executive Assistant, by phone at 843-692-5502 or via email at Kristie.Briglio@vacationclub.com.

It is with a heavy heart that I share the recent passing of Don Mulligan, Board Member. Mr. Mulligan served on the Board for over six years, holding various positions throughout those years. He was a devoted Owner who always had the best interest of the Owners and associates in mind. We will miss his passion and vision. During the March 16, 2017 Special Board Meeting, the Board elected Alan McGraw to fill Mr. Mulligan's unexpired director position ending in 2019.

Please note your current Board of Directors Members:

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 and are delighted that we have been able to keep maintenance fees low, thanks in large part to the diligent focus on savings that your onsite Management team has every day. Your support of our initiatives is critical and we thank you for your feedback and focus while vacationing at the resort. We applaud Paul and his team in their endeavor to showcase their hospitality. Enjoy your time at OceanWatch! Should you wish to contact the Board, you may email us at 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

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 19, 2017

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: Kristie Briglio
Fax: 843-692-5510
Email: Kristie.Briglio@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 19, 2017



DAY PASS POLICY

May 5, 2017

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.

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