

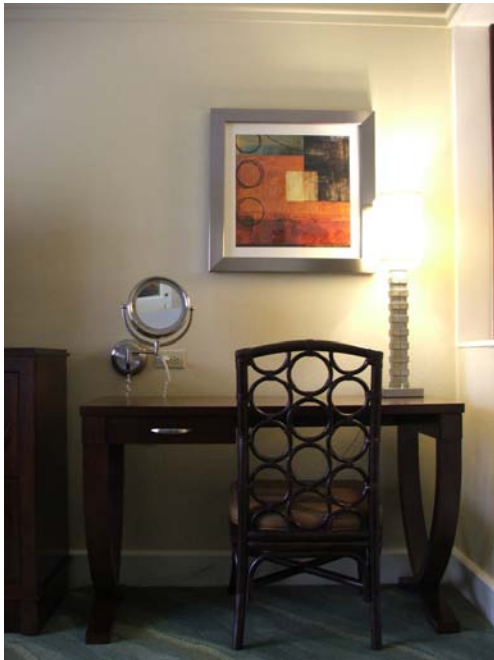


## Owner Update Spring - Summer 2010

The past six months has seen stunning changes in our resort and a near record-breaking improvement in our guest satisfaction scores. While there continues to be challenges resulting from a change of government in Aruba, an unpredictable economy and lawsuits from a very small group of unhappy owners, your resort has never looked better, operated more efficiently or provided better services to our owners.

### **10-Year Interior Renovation Complete**

With the addition of a few final touches this winter, the 10-year renovation is complete. The Ocean Club now has wireless internet throughout all villas and common spaces so you can take your laptop to your balcony and surf the web or catch up on your emails. A new desk, chair, lamp and lighted makeup mirror has been added to each master bedroom which can be used as a desk for office work while on vacation (a bad idea by the way) or it can be used by the ladies to put on their makeup before going out to dinner. New, lightweight patio furniture has also been added to all villas. The renovation was completed under budget, ahead of schedule and with minimal disruption to our guests. Owner feedback has been overwhelmingly positive and the Ocean Club is now a source of pride for owners as well as for Marriott Vacation Club.



### **Making the villas event better**

While Owner reaction to the renovation has been enthusiastic and positive, there have been a number of comments about the lack of blackout drapes in the bedrooms and the poor lighting in the master bathrooms.

We heard you, we agree, and we are fixing both problems.

- As it turns out, blackout drapes were specified in the renovation plans but the vendor sent room darkening drapes instead. At the vendors cost, blackout drapes will be installed in all bedrooms by early summer.
- Lighting in the bathrooms has always been less than satisfactory. Our in-house maintenance team is currently in the process of increasing the lighting in the bathrooms by approximately 30% and this will be completed during each villa's annually scheduled maintenance week.

### **New Ocean Club website**

Our new and much improved Ocean Club website is now up and running. It has a new look, it's easier to navigate and includes the latest information on the resort. The website is also a place where you can find archived documents such as minutes from prior Annual and Special Meetings, construction documents as well as special reports on issues regarding the building. We have also made it much easier for owners to list their villa for sale, rent or trade so they can deal directly with other owners and avoid sales and rental commissions.

### **Improved Guest Satisfaction Scores**

The Ocean Club's guest satisfaction scores (GSS) are among the most improved in MVCI. Guest satisfaction scores result from post-stay, on-line surveys completed by our owners who rate everything from service, cleanliness, the condition of the rooms, staff, etc. At the end of 2008 our homeowner Overall Satisfaction score was 82.3. Through the first four months of the year we now stand at 90.8! Bottom line... the vast majority of our owners and guests are extremely pleased with their vacation experience at the Ocean Club.

### **Exterior painting and repairs underway**

Just like your home, our building needs to be periodically repainted. Over the next six months (this is not a quick project), the building will be repainted with a rubberized, waterproof paint specifically designed for Aruba's harsh weather conditions. At the same time, old caulking will be removed and replaced from all windows and balcony doors and repairs will be made to patio tiles and railings and exterior stairwells as needed. During this project, you will notice scaffolding around portions of the building but the staff will continue to work hard to ensure there is minimal to no inconvenience to anyone's vacation experience. Thanks for your patience during this important project.

### **Aruba Ocean Club recognized with Marriott Leadership Award**

At a recent Marriott Leadership Conference, the General Manager, Corey Guest was presented with MVCI's World Class Leadership Award. The dramatic improvement in our guest satisfaction scores during a major 10 year renovation was just one of a number of reasons that earned the team this much deserved recognition. The entire Ocean Club staff is committed to providing the very best vacation experience to our owners and guests. Be sure to congratulate and thank the staff for a job well done day-in and day-out the next time you are in Aruba.