

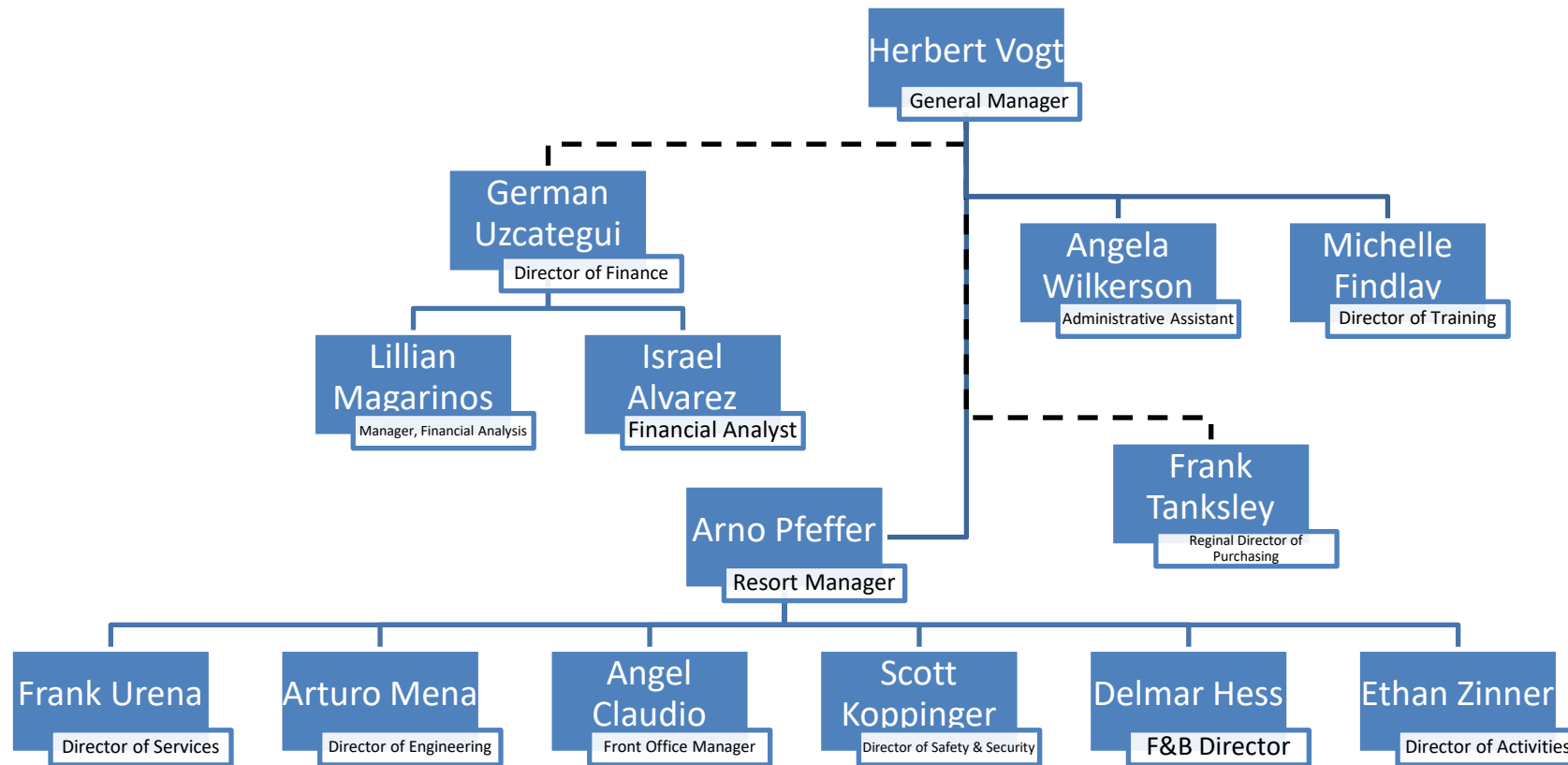
Annual Owners Meeting

RESORT UPDATES



Sheraton Vistana Villages

2020 SVV Management Team



Project 2020



Amelia Renovation

Jul to Oct 2020

- Soft Goods, appliances
- Elevator Cabin Replacement
- HVAC Replacement
- Hot Water System Replacement



St. Augustine Renovation

Sept to Dec 2020

- Soft Goods
- Elevator Cabin Replacement
- HVAC Replacement
- Hot Water System Replacement



Project 2020



Amelia & St. Augustine Resort Renovation




SHERATON
Vistana Villages Orlando

Project 2020



Amelia & St. Augustine Resort Renovation




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Vistana Villages Orlando

Project 2020



Amelia & St. Augustine Resort Renovation



Resort Operational Update



Project Updates

- Replacement **Pool Sunbeds** and patio furniture is planned for Q4 2020, in cooperation's with SVR
- Replacement of the Bella **Steam Room** and **Sauna Heater** has been completed
- **Roof Cleaning** of all Buildings have been completed
- Key West Recreation Center, **Exterior and Interior painting** completed
- Welcome Center, replacement of the **Lobby Furniture** has been completed



Resort Operational Update



Project updates

- New Thorguard system has been installed in all pools (Lightning Tracker)
- Sidewalk repair and replacement was completed throughout the entire resort
- Parking Lot striping and crosswalk painting was completed throughout the resort
- Currently Site Engineering team is testing new Bollard Light including Solar Light technology for future installation. Enhancement of illumination
- The Main entrance Guard House renovation has been completed
- Resort Storm Drainage survey and repair update
 - St. Augustine Storm Drain repair was completed
 - Amelia Storm Drain repair was completed
 - Bella Storm Drain was surveyed and partially repaired, final repair is planned Q4 2020
 - Key West Storm Drain survey is planned for Q4 2020



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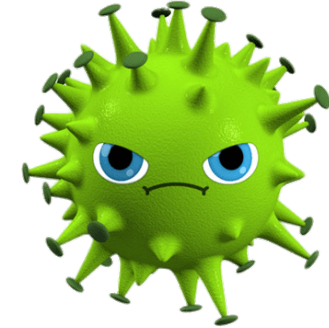
Resort Operational Update



Resort Update

Occupancy

- August reported at 12%, 2019 reported at 75%
- September projected at 20%, 2019 reported at 63%
- October projected at 25%, 2019 reported at 75%
- Significant pick up in reservations mainly for weekends



Associates related

- Approximately 38% of Associates are on furlough
- Beginning of September notification was sent to Associates who might be subject to the Federal WARN Act with possibility of a permanent layoff.



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Resort Operational Update



Resort Amenities Update

- Bella and Key West Pools are open from 7 am - 11 pm
- St Augustine Fitness center open from 7 am - 11 pm
- All Food and Beverage outlets are currently closed. Site Management is planning to open the Breeze Restaurant with limited F&B service “grab and go” and reduced marketplace-like offerings
- Bella and Key West Kids’ Playgrounds open - Dawn to Dusk
- Daily housekeeping: **CURRENTLY NOT AVAILABLE**, departure cleaning only
- Resort activities: **CURRENTLY NOT AVAILABLE**



Resort Operational Update



Resort Update

- Starting villa inspection program in RizePoint until ASGARD installation is finalized
- Front Office GSA covering Maine Gate from 7 am - 11 pm
- Implemented daily Manager-on-Duty report to discuss customer recovery
- Zingle Customer communication via text messaging
- Pre-arrival Customer communication
- The Land know as **South Beach Development** has been sold to **Davis Development**, an Atlanta based multi-family housing developer with plans to build their first Orlando apartment community.



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Resort Operational Update



Enhanced Operations Program

Products

- Hospitality Grade Disinfectants (EPA approved)
- New Cleaning Tools
- Hand Sanitizing Stations

Processes

- Enhanced Public Area Cleaning
- Social Distancing Protocols and Guidance
- Touchless Processes
- Enhanced Unit Cleaning Procedures

Associates

- Personal Protective Equipment (PPE)
- Hygiene and Handwashing Requirements
- Enhanced Sanitation Training
- Workforce Health Screening



Thank you