

# OWNER FAQs

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## MARRIOTT VACATIONS WORLDWIDE COMPLETES ACQUISITION OF ILG

### WHAT IS MARRIOTT VACATIONS WORLDWIDE?

- Marriott Vacations Worldwide is a recognized leader and innovator in vacation ownership with a diverse portfolio of high-quality products, now with more than 100 resorts across the U.S., Mexico, the Caribbean, Europe, Asia and Australia.
- Marriott Vacations Worldwide Corporation was spun off from Marriott International, Inc. in 2011, just as Vistana™ Signature Experiences (formerly Starwood Vacation Ownership, Inc.) was spun off from Starwood Hotels & Resorts Worldwide, Inc. in 2016.
- Marriott Vacations Worldwide is the exclusive provider of vacation ownership for various Marriott® brands and independently develops and manages the Marriott Vacation Club® and The Ritz-Carlton Destination Club® programs under licenses from Marriott International, Inc. and its affiliates.
- Marriott Vacations Worldwide is now the global licensee of seven upper-upscale and luxury vacation ownership brands that include, but are not limited to, Marriott Vacation Club, Grand Residences by Marriott<sup>SM</sup>, The Ritz-Carlton Destination Club, Sheraton Vacation Club, Westin Vacation Club, and St. Regis Residence Club®, as well as other leisure companies that include Interval International®, Aqua-Aston Hospitality, Trading Places International, Vacation Resorts International, and VRI Europe.

## **WHY DID ILG COMBINE WITH MARRIOTT VACATIONS WORLDWIDE?**

Combining these two companies creates a leading global vacation experiences company, featuring an impressive collection of world-class resorts and services around the world.

## **WILL MY HOME RESORT(S) CONTINUE TO BE OPERATED AS A SHERATON OR A WESTIN BRAND?**

Yes. We have a long-term affiliation with the Sheraton® and Westin® brands, ensuring the same level of quality and experiences you have come to expect.

## **WILL ALL SERVICES AND AMENITIES REMAIN THE SAME?**

Sheraton Vacation Club and Westin Vacation Club villa resorts will continue to be developed, operated and maintained according to standards that deliver the highest level of quality and customer service in the industry.

## **WILL I STILL BE ABLE TO ENJOY MY VISTANA SIGNATURE NETWORK™ (VSN) BENEFITS?**

Yes. You will continue to receive the same VSN™ vacation experiences and valuable benefits, including preferred status recognition in the SPG® program.

## **WILL STAROPTIONS VALUES BE CHANGING BECAUSE OF THIS TRANSACTION?**

StarOptions® values are evaluated and do change from time to time. However, no changes are expected as a result of this transaction.

## **WILL VSN MEMBERS BE ABLE TO CONVERT STAROPTIONS TO LOYALTY POINTS TO ACCESS BOTH MARRIOTT AND SPG HOTELS WORLDWIDE?**

Yes. Owners in the Vistana Signature Network can now use their ownership to access Marriott hotels and resorts worldwide through the SPG program. Previously, hotel loyalty points received in connection with vacation ownership were only eligible to be used at SPG-branded hotels. Now, VSN members have even more choices at over 6,500 properties across 29 unique brands in 127 countries, including Marriott-branded hotels. The terms and conditions governing access to hotels through the SPG program are reviewed and updated from time to time. Any changes that may take place in the ordinary course of business would not be attributable to the transaction.



## **WILL OWNERS RECEIVE ANY ADDITIONAL DISCOUNTS?**

All Owners will now receive 25% off available nightly rental rates, as well as exclusive discounts on certain food, beverage and activities at participating outlets, at Sheraton Vacation Club, Westin Vacation Club, and Marriott Vacation Club resorts, subject to applicable terms and conditions. To make a reservation or learn more, log in to [vistana.com](http://vistana.com) and select Owner Exclusives on your Owner Dashboard. Additional information may be provided at time of check-in.

## **WILL I BE ABLE TO EXCHANGE INTO MARRIOTT VACATION CLUB RESORTS?**

Owners can continue to exchange their ownership through Interval International® to stay at available Marriott Vacation Club resorts or any of Interval's network of nearly 3,200 resorts around the world subject to availability and applicable exchange program rules.

## **WILL ANNUAL MAINTENANCE FEE ASSESSMENTS REMAIN THE SAME?**

Maintenance fees will continue to be based on the operating and reserve expenses at your particular home resort(s). The site teams and management companies continue to look for opportunities to be more efficient in their operations while at the same time providing vacation memories that will last a lifetime.

## **WILL THE MORTGAGE PROCESS REMAIN THE SAME?**

Yes. The mortgage process is expected to remain the same. If you make your mortgage payment by credit card or ACH, that will continue; if you mail in your mortgage payment, the address will be the same. All our mortgage and customer service phone numbers will remain the same.

## **WILL MY EXISTING RESERVATIONS REMAIN THE SAME FOR MY UPCOMING VACATIONS?**

Yes. All confirmed reservations will remain unchanged.

## **WILL I CONTINUE TO USE THE SAME WEBSITES AND TELEPHONE NUMBERS TO CONTACT VISTANA?**

Yes. Our telephone numbers and website contacts will remain the same. Any changes in the future will be communicated as necessary. Visit [vistana.com](http://vistana.com) regularly for important information regarding your ownership.

