







# A Perfect Partnership



Oceana Resorts strives to give you MORE enjoyment and value out of the time you already spend at your vacation rental property, as well as secure MORE rentals and income during the time that you are away. That is why we are excited to be a part of Wyndham Vacation Rentals, which allows us to provide our property owners with MORE services, MORE amenities, and MORE global exposure for their condo units. We strive to accomplish all of this while still maintaining the market knowledge and personalized customer service that you expect from a local business with over a decade of vacation rental management experience on the Grand Strand.



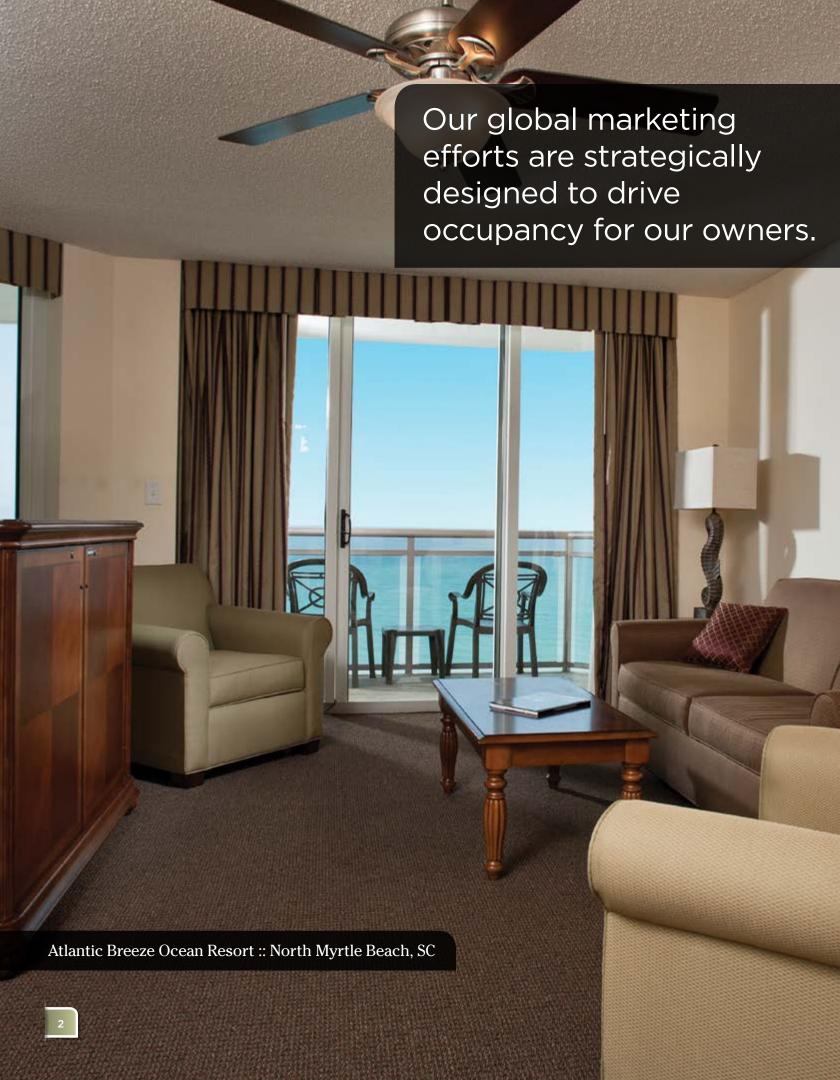


FORTUNE magazine ranked Wyndham Worldwide as the #1 Most Admired Hospitality Company for 2012.

## A PERFECT PARTNERSHIP

Wyndham Vacation Rentals is the world's largest professionally managed vacation rentals business. As part of the Wyndham Worldwide family of brands, we are a global leader in vacation rental management with a selection of more than 100,000 vacation rental properties in approximately 600 exciting destinations around the world.

More property owners trust Wyndham Vacation Rentals to market, manage and maintain their condos in the U.S. than any other professional vacation rental management company. Our commitment to help our homeowners achieve the maximum revenue potential for their rental properties, combined with our dedication to delivering an excellent guest experience, truly sets us apart. We take pride in serving our homeowners and their guests every day. Oceana Resorts by Wyndham Vacation Rentals® is a perfect partner to manage your vacation rental property, as we continually strive to make your homeowner experience one of individual attention and professionalism and to help your unit realize its full investment potential.



## Wyndham Vacation Rentals — Marketed Globally

When you commit your vacation rental property with us, you'll benefit from our global marketing, advertising and public relations strategies, which are designed to drive occupancy for our owners. Wyndham Vacation Rentals and Oceana Resorts strive to increase consumer awareness and demand for vacation rentals through high-impact promotions, far reaching media placements and dynamic activity throughout the U.S. and around the world.



We develop annual marketing plans, which include detailed market research, wide distribution, professionally designed websites and marketing collateral, plus proactive email campaigns, all designed to help generate maximum exposure for our valued vacation rental owners.

Our local public relations campaigns include cooperative efforts with the North Myrtle Beach and Myrtle Beach Area Chambers of Commerce, Myrtle Beach Golf Holiday, and Myrtle Beach Area Convention and Visitors Bureau. These relationships help to garner regional and national coverage for Oceana Resorts® properties and help to maintain recognition of the brand.

## Wyndham Vacation Rentals — Marketed Globally

### **Email & Web Marketing**

Email marketing efforts are the backbone of our strategic plan and represent one of our largest revenue drivers. We have an extensive email database of hundreds of thousands of households including current guests that we connect to regularly.

To further increase your exposure and significantly enhance opportunities for maximized occupancy and revenue, your property will be featured on both the Wyndham Vacation Rentals® website and the Oceana Resorts® website, as well as the websites of our expansive network of affiliates such as Expedia and TripAdvisor.

Oceana Resorts will also manage your property's official Facebook, Twitter, and TripAdvisor pages - ensuring that potential guests can find your vacation rental property no matter where they search.

### **Revenue Management**

Our revenue management team analyzes data on an ongoing basis in order to best match rates with consumer demand for any given vacation period. Using sophisticated analytics, our revenue management team drives informed rate decisions, giving us the ability to effectively promote your vacation rental property.











### Key Website Marketing Features:

- Our websites, OceanaResorts.com and Wyndham Vacation Rentals.com, are updated daily, offering the most up-to-date information to our visitors.
- Ability to search real-time availability and make bookings online
- Sophisticated search algorithms aimed at optimizing sales opportunities for our homeowners
- Extensive use of Search Engine Optimization and Pay-per-click campaigns with specific methodology to bring consumers to the website

## **More of What Guests Expect**

Guests want convenience, great service, quality rooms and amenities. They want their vacation to be hassle-free and carefree, and they want to know they are getting great value when they travel to the Grand Strand.

Oceana Resorts manages the front desk and staff on-site at 7 of our 8 Grand Strand properties and is a vacation rental management company that strives to truly exceed expectations for our guests. In addition, we offer many incentives and benefits that add value to our guests' experience. Happier guests for us mean more vacation rental income for you.



## Why Guests Choose Us

- 24-hour on-site check-in at most properties
- Daily housekeeping available with on-site staff
- Friendly on-site customer service
- We promote a smoke-free environment
- Free unlimited water park admission for all guests (seasonal)
- Guest rewards card providing area discounts for all guests
- Vacation Protection Plan insurance policy available











"We are pleased with our experience as owners of two condos with Oceana Resorts. The reservation and financial rep

What our vacation rental property owners are saying...

and financial reporting systems in the rental program are timely and accurate. The staff is very courteous, friendly and helpful, particularly Homeowner Services. We thoroughly enjoy the many amenities offered by our resort, including quick access to the beach and a variety of pools and restaurants. The cleanliness and maintenance of our units have consistently met our expectations. We are close to restaurants, shopping, golf courses, and entertainment venues, and just about everything you would desire at a family beach resort."

— Jim and Madeline B.



Carolinian Beach Resort :: Myrtle Beach, SC

## **Caring for Your Property**

Here at Oceana Resorts we care for each vacation rental property as if it were our own, ensuring that your home is ready to welcome you or your guests for a memorable stay, anytime.

Our on-site front desk personnel provide the friendly face and personal customer service that guests are looking for. Not only do they handle the check-in and check-out process, but they are also available to answer guest calls and questions about the local area.

## **Housekeeping & Maintenance**

Our experienced and long standing staff operate on-site so we are able to perform daily unit inspections and address housekeeping requests 24/7. After you or a guest completes a stay, our housekeeping team ensures the cleanliness of each unit. We inspect the vacation rental in detail to ensure that our high standards are met. We can also offer specialized housekeeping services such as carpet cleaning, upholstery and drapery cleaning, and even deep cleaning, on an annual basis.

For issues that require more than a fresh pillow or a new set of sheets, Oceana Resorts has a highly trained crew of more than 20 maintenance workers that keep our resorts operating smoothly. Landscaping, painting, and pool maintenance is performed daily, and emergency repairs are handled 24/7. A detailed record of work performed in every vacation rental property is maintained with billable items provided to the homeowner on a monthly basis.

"My wife and I purchased an oceanfront condo unit What our in July 2012. When we met with the Oceana Resorts® vacation rental Homeowner Representative and her assistant, they property owners were in the middle of a major move into an alternate are saying... office and had their hands full with summer traffic. Even still, my wife and I were both impressed and very well satisfied with the time, effort and care we received to answer our questions and concerns. Every detail of how things worked and what we could expect were explained and all questions answered. It was the most important factor affecting our decision. Lots of nice condos out there, and a few cheaper condos out there, but when it comes to real communication that will have a bearing on how your problems are dealt with, I have no reservation in saying that Oceana Resorts exceeded our expectations."

— Richard P. M.



### **Homeowner Benefits**

More property owners trust Wyndham Vacation Rentals to market, manage and maintain their homes in the U.S. than any other professional vacation rental management company.

Your vacation condo is special to you, your friends, and your family and we know that. Oceana Resorts makes visiting your vacation rental property convenient and hassle-free with no restrictions on how frequently you may stay. We also offer a multitude of perks and benefits\* that give you and your guests a better experience during the time you spend on the Grand Strand.

- 24-hour on-site check-in
- · Daily housekeeping with on-site staff
- · Maintenance with on-site staff
- On-site customer service
- Pre-registration with your room key ready before arrival. No waiting, no signing.
- FREE valet parking where available
- · Unlimited owner reservations
- Welcome gift basket upon arrival
- Permanent parking decal where available
- Credit for two departure cleanings per year

- NO GREENS FEES (cart fees only) at 11 area golf courses (seasonal)
- FREE unlimited water park admission (seasonal)
- Owner Rewards Program offering discounts at an ever-growing list of top area shopping, dining, and attractions
- 20% discount at all on-property restaurants
- 15% discount at The Awakening Spa & Salon
- 30% discount on rates at any other Oceana Resorts® property

\*To learn more go to oceanaresorts.com. Prices and offers are subject to availability, are accurate at the time of publication and may change at anytime thereafter.





## **Wyndham Home Exchange® Program**

## Turn select rental weeks into vacations around the world!



The unique and exciting Wyndham Home Exchange program allows our vacation rental owners to turn select rental weeks at their vacation rental property into their own vacations all around the world. When our owners deposit up to five weeks from their vacation rental property into our exchange system, they earn Points that can be exchanged for stays at a selection of nearly 4,500 affiliated resorts or rental properties worldwide.\*

Whether exchanging a week at their condo for a stay in a luxurious, private villa in Spain, or swapping for a weekend trip to Las Vegas, the Wyndham Home Exchange program offers a vast database full of dream vacations for our owners to choose from, all backed by a trusted hospitality brand.

### **Program Highlights:**

- Nearly 4,500 affiliated resorts or vacation rental properties\* currently participate across the globe.
- Dedicated Wyndham Home Exchange vacation guides are available to help you deposit weeks and book vacations.
- You can deposit up to five weeks per year.
- You don't have to travel during the same week you deposit. You can deposit a spring week and book a summer vacation. The time to travel is up to you.
- Great for weekend getaways and full week stays.

Here are just some of the destinations that vacation rental owners have traveled to:



### **COSTA RICA**

3 Bedroom 4/6 - 4/13 56,000 Points



### **CABO**

Studio 11/30 - 12/7 28,000 Points



### **ORLANDO**

3 Bedroom 11/8 - 11/15 100,500 Points



### **WILLIAMSBURG**

2 Bedroom 3/30 - 4/6 25,000 Points

<sup>\*</sup>Subject to availability and your accessible Points balance.



## **OUR NORTH AMERICAN DESTINATIONS**

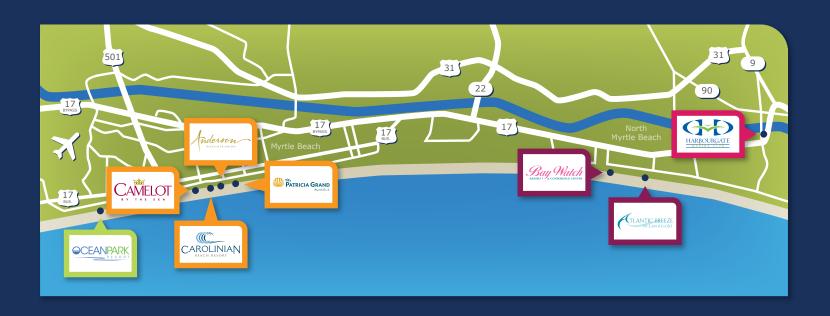


## The Wyndham Vacation Rentals® Family of Brands

Backed by Wyndham Worldwide (NYSE: WYN), one of the most trusted names in hospitality, Wyndham Vacation Rentals offers a distinct collection of more than 25 rental brands in the U.S. and Europe—all providing exciting vacation experiences. Across all of our brands, we provide a variety of distinctive vacation rental types and specific experiences, ranging from economical studio units to grand private homes with multiple bedrooms and expansive ocean, rural or mountain views.

## **OUR OCEANA LOCATIONS**





### Contact Information

You can use the contact information provided below to speak directly with an Oceana Resorts® Homeowner Representative and learn how you can start enjoying all the benefits we offer our owners.

### Oceana Resorts Homeowner Representative

email: info@oceanaresorts.com

phone: 866.469.7853

Address: 1000 Second Avenue South, Suite 110

North Myrtle Beach, SC 29582







### Now's the Time to Let Wyndham Vacation Rentals Work for You!

Our success as a vacation rental property management company begins with the trust our owners place with us. We work hard to help our owners get the most value possible from their rentals. Our fantastic team of detail-driven staff takes personal pride in inspecting, managing, and maintaining each vacation rental property.

If you're looking for personal service, powerful marketing, and exceptional vacation rental property management, we welcome the opportunity to speak with you.

Contact your local office or email us at **newowner@wynvr.com** 

OceanaResorts.com or WyndhamVacationRentals.com



1000 Second Avenue South, Suite 110, North Myrtle Beach, SC 29582