

AQUA

RESORT

Where elegance meets exclusivity



English
Version

by **NÔVA**





Hello!

Dear Owners,

Thank you for considering our team for the rental and HOA management at Aqua.

With **deep local roots**, hands-on experience with **proven track record** managing properties like Fourteen, and backed by a **broader global organization NŌVA**, we're excited by the opportunity to support Aqua with care, transparency, and a long-term mindset.

With us, you have a **dedicated partner by your side**—not a distant corporation. We know our owners, we stay connected, and we're here to **help grow your investment every step of the way**.

We'd be happy to speak with you—by phone or in person—to answer any questions and share more about our approach.

– Team NŌVA



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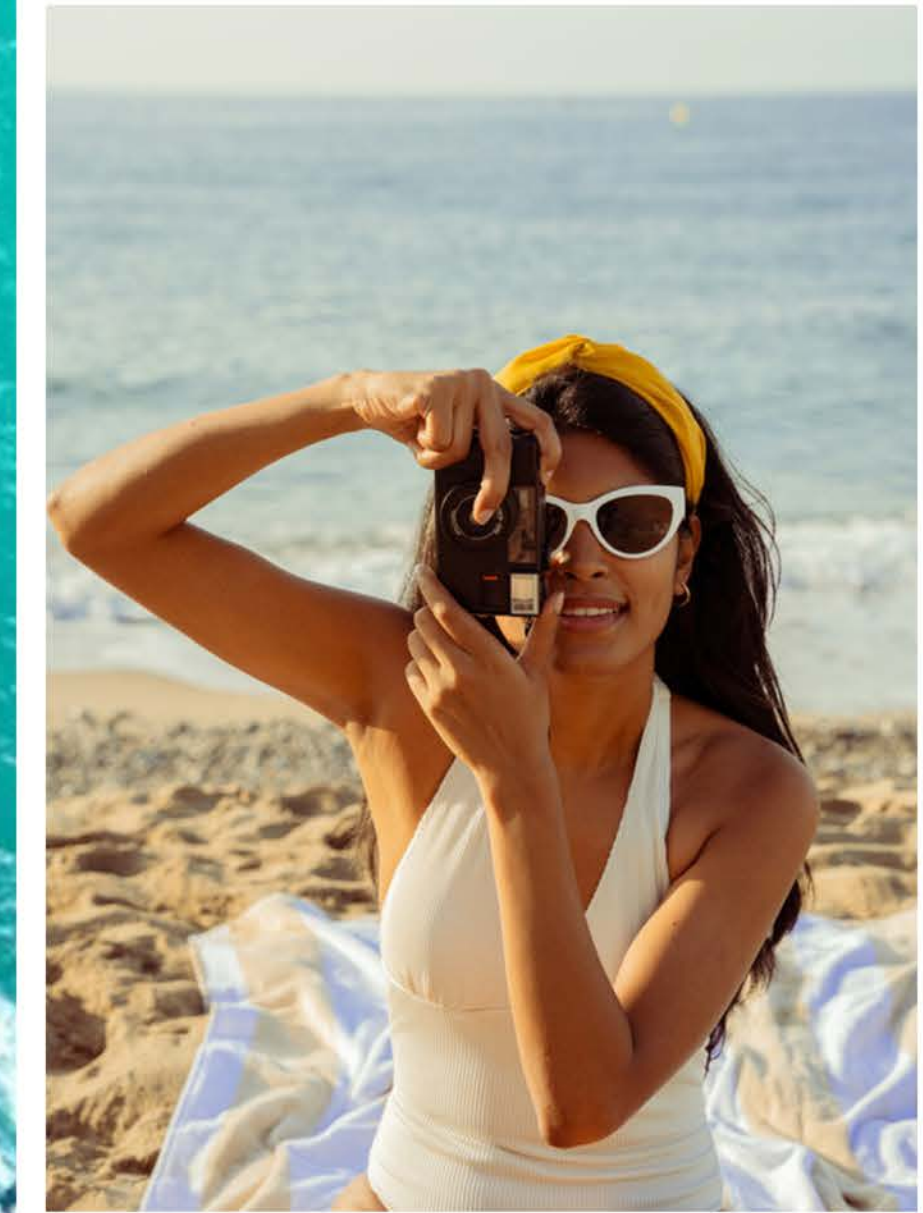
A word about us

NŌVA is a high-end **rental management company**, notably known for the exclusive operation of the residence **Fourteen at Mullet Bay**.

With over **10,000 guests welcomed** on our friendly island and a deep expertise in managing **500+ properties for HOAs** in the Cupecoy area, our team combines **operational excellence with unmatched local knowledge** for our market.

Our Mission

“Deliver unmatched care for both property and guest—maximizing value for owners through smart, seamless management.”



Our Excellent Services

Your full local service partner for **every step of your property journey**, from HOA management to vacation rentals and real estate sales.



HOA Management

Hands-on local management with **clear reporting and reliable** building care.



Vacation Rentals

Full-service rental management to **boost income** and guest satisfaction.



Sales

Buy or sell with confidence thanks to our **local expertise** and support.

A bit of history

2013 - Smaart Vacation

Founded as a premium short-term rental agency, Smaart Vacation successfully managed villas and condos across Terres Basses and Cupecoy (The Cliff, Rainbow, etc.).

2023 - Fourteen at Mullet Bay

MBR Management begins operating Fourteen at Mullet Bay, transforming it into a leading premium destination for international guests in under two years.

2015 - Jordan Village Agency

Launched Jordan Village Agency, the first company in Sint Maarten to combine rental operations and HOA management— successfully covering 400 units with full-service care.

2025 - Fourteen at Mullet Bay by NŌVA

MBR Management strengthens its reach and capabilities by becoming part of NŌVA, integrating global business and technology expertise while staying rooted in local leadership.

Fourteen at Mullet Bay

We are not new to the island and our results speak for themselves.

In about 3 years, we have successfully launched and transformed FT Development's **Fourteen at Mullet Bay** into one of **Sint Maarten's most desirable destinations**, offering full rental management and HOA administration under one trusted roof.

By doing so, we have built a strong, cohesive brand and an exceptional guest experience — **consistently recognized** by travel experts, influencers, and loyal guests worldwide.

Don't trust our words, here are the facts:

15%

average yearly
return on rentals

\$7

per m²/month HOA
(30% lower than
market average)

95%

owner
satisfaction



NÔVA

Meet our executive team



Ophélie Haillant - Managing Director

With over 15 years of unparalleled expertise in managing more than 500 short and long term rentals in Cupecoy, Ophélie is the undisputed driving force behind Fourteen's exceptional rental success. She stands as a trusted and influential leader in the industry, with a personal connection to Cupecoy.



Cédric Quere - Sales

With over two decades of integrated local expertise, Cédric is a cornerstone of the real estate community. Known for his strong industry network and market insight, he has led successful sales across key developments including Ocean Edge, Jordan Village, Fourteen, and Aqua. A trusted advisor for regional investors, he brings both strategic guidance and results.



Benoit Caire - Marketing

As a dedicated real estate marketing professional, Benoit excels at optimizing the digital footprint of short-term rental portfolios. With a keen eye for market trends, he develops and implements effective visibility strategies that attract more guests, improve occupancy rates, and ultimately boost client revenue.



Matt Dalmau - Technology

As a technology specialist, Matt excels at deploying innovative solutions to improve online tools and on-site systems for short-term rentals and Homeowners Associations. His expertise ensures that properties leverage the best technology for streamlined management, enhanced guest experiences, and improved community operations.

NŌVA

Meet our local team



Michael Schoonewagen - Managing Director

With over three decades of experience managing world-renowned resorts such as St. Regis (Bora Bora), La Samanna (Saint Martin), and Marriott (BVI), Michael is a true hospitality leader. He proudly spearheads our trusted local team, infusing every service with luxury hospitality standards to ensure each guest feels genuinely valued.



Jovan - Operations

With a hands-on approach and deep knowledge of logistics, Jovan ensures everything runs smoothly behind the scenes. His attention to detail and calm under pressure help keep operations seamless.



Jeanne - Property Management

As property manager, Jeanne oversees the building and owners units with care, professionalism, and a personal touch. She is the friendly face residents trust and the problem-solver behind the scenes, keeping the community thriving.



Phaedra - Marketing Communications

Phaedra oversees our communication efforts to support both brand visibility and rental success. From guest messaging to content strategy, she ensures a consistent, engaging voice across all channels.

NŌVA

Meet our guests team



Kenza - Fourteen Rentals Manager

Born and raised on the island, Kenza is our go-to for everything guest related from booking to check out. She blends local insight with genuine care to create memorable stays. Her dedication drives 5-star reviews, repeat visits, and inspires the entire team.



Anja - Fourteen Rentals

Detail-oriented and solution-driven, Anja plays a key role at the front desk ensuring smooth front desk operations managing arrivals, solving issues, and keeping everything on track.



Concierge

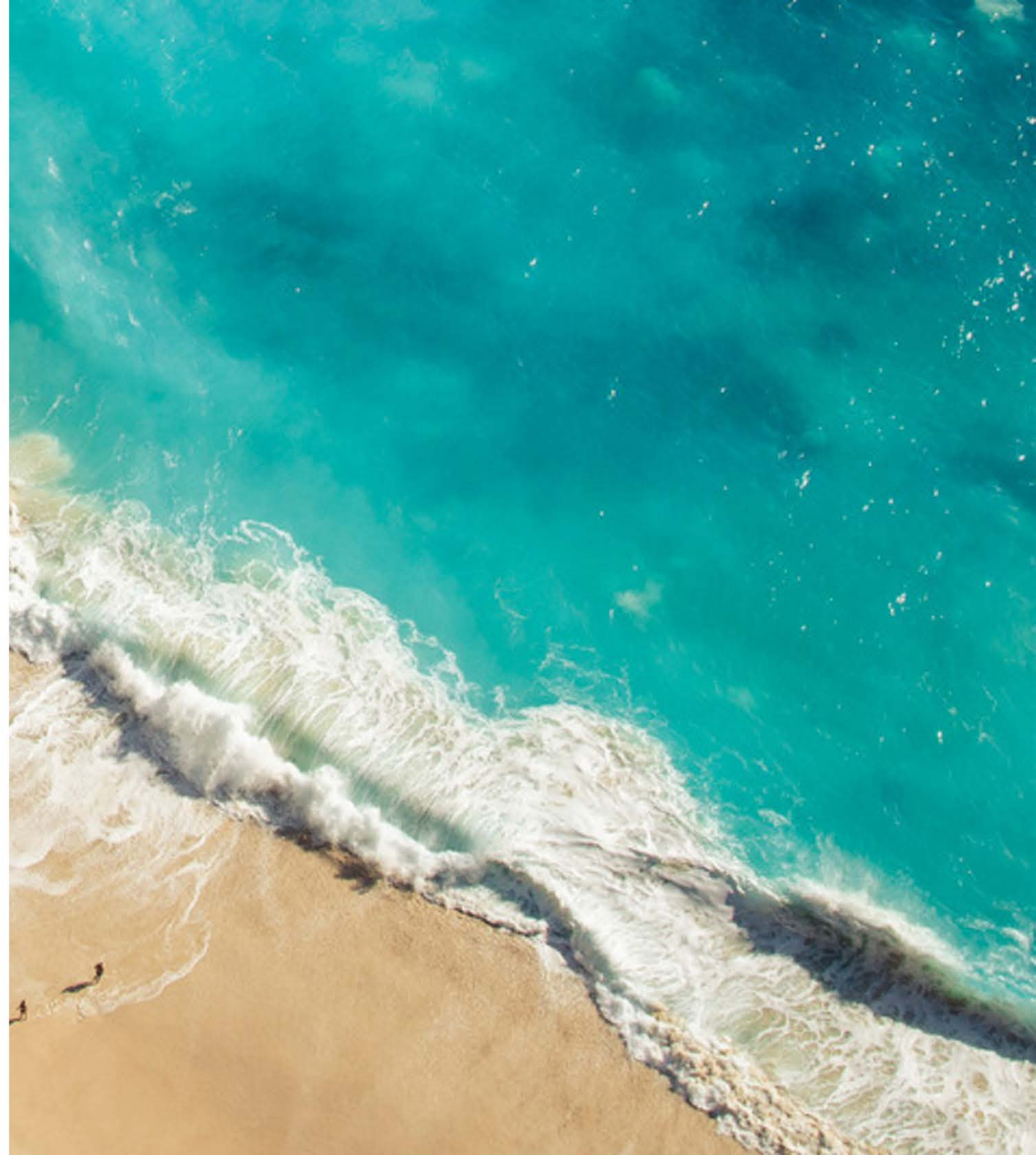
Our teams provides extensive support:

- Personalized Guest Assistance
- From check in to check out, we're here to help
- Activity & Restaurant Bookings
- Local recommendations, reservations, and more.
- Transportation Coordination
- Airport transfers, car rentals, chauffeur services
- In-room amenities, celebration setups, and more



Mullet Beach

Managing your Rentals at Aqua



Driving your rental income up

With 13 years of proven track records in Cupecoy, **our team knows the local market like no one else.**



Leading Revenue Management

We maximize your rental with **+20% revenue** vs. market



Premium Guest Experience

4.9/5 stars
from 1,000+ guests
worldwide



Peace of Mind for Your Property

We provide routine inspections and take care of all repairs



Technologically Ahead

50%+ direct bookings
and superior guest experience

What they are saying...



From the welcome kit to the personal touches, everything exceeded our expectations. The team helped arrange transport and even a birthday cake.

Dap, August 2024, Guest 

The team proactively manages everything and my property is always in perfect condition — even when I'm thousands of miles away.

Jean Philippe L., May 2025, Owner

What's included in our rentals services?

Revenue Optimization & Guest Experience



Dynamic Pricing

Daily rate optimization based on market data



Direct bookings

Advertise your home on the official website of Aqua



Listing management

Tailored strategy for top platform ranking



Professional Set-up

Professional photography and design set-up to present units at their best

Housekeeping & Maintenance



Professional cleaning

Clean, inspected, and ready for every stay



Maintenance

Scheduling repairs, ongoing property checks



Home restock

Replenishment of essentials



Laundry

Quality linen and towel service professionally cleaned

On-site guest services



Guest validation

ID verification at the lobby



Check-in/check-out

Smooth, guest-friendly process



Guest lock-out support

Card system with owner transparency



Shuttle service

Airport transfers for guests

How much revenue could you generate?

These figures offer a solid reference we are confident to return by unit type—realistic, informed by our local rentals in Cupecoy, adjusted for unit features and resort amenities.

Owners Gross Revenue Projections based on our Cupecoy’s portfolio (Fourteen, The Cliff) US Dollars

	STUDIO x1	1 BEDROOM x1	2 BEDROOM x2	3 BEDROOM x3
Fourteen at Mullet Bay, by NŌVA Year 1	\$63K	\$71K	\$80K	\$106K
Fourteen at Mullet Bay, by NŌVA 5– year Forecast* (units with balconies)	\$366K	\$526K	\$596K	\$715K
Aqua Year 5 Forecast	\$311K	\$448K	\$536K	\$1,072K
Aqua Year 5 Return On Investment	124%	124%	73%	51%

Gross Owners Distribution forecast

Excluding HOA and owners expenses

These estimates reflect the gross distribution to the owner (before HOA fees), calculated after our 25% commission for full management.

Owner Payouts in USD & Return on Investment

	Year 1	Year 2	Year 3	Year 4	Year 5	Average	5-Year
STUDIO (45m ²)	\$40.0k (16%)	\$42.4k (17%)	\$47.2k (19%)	\$50.6k (20%)	\$53.1k (21%)	\$46.7k (19%)	\$233.4k (93%)
1 BED (67m ²)	\$45.5k (13%)	\$59.0k (16%)	\$72.4k (20%)	\$77.5k (22%)	\$81.4k (23%)	\$67.2k (19%)	\$335.8k (93%)
2 BED (112m ²)	\$54.3k (7%)	\$79.2k (11%)	\$84.1k (12%)	\$90.1k (12%)	\$94.6k (13%)	\$80.5k (11%)	\$402.3k (55%)
3 BED (323m ²)	\$118.7k (6%)	\$146.9k (7%)	\$168.5k (8%)	\$180.4k (9%)	\$189.6k (9%)	\$160.8k (8%)	\$804.0k (38%)

Based on full rental availability. Average return on investment based on launch prices.

Net Owners Distribution forecast incl. HOA

Including HOA, insurance,
electricity and internet
expenses

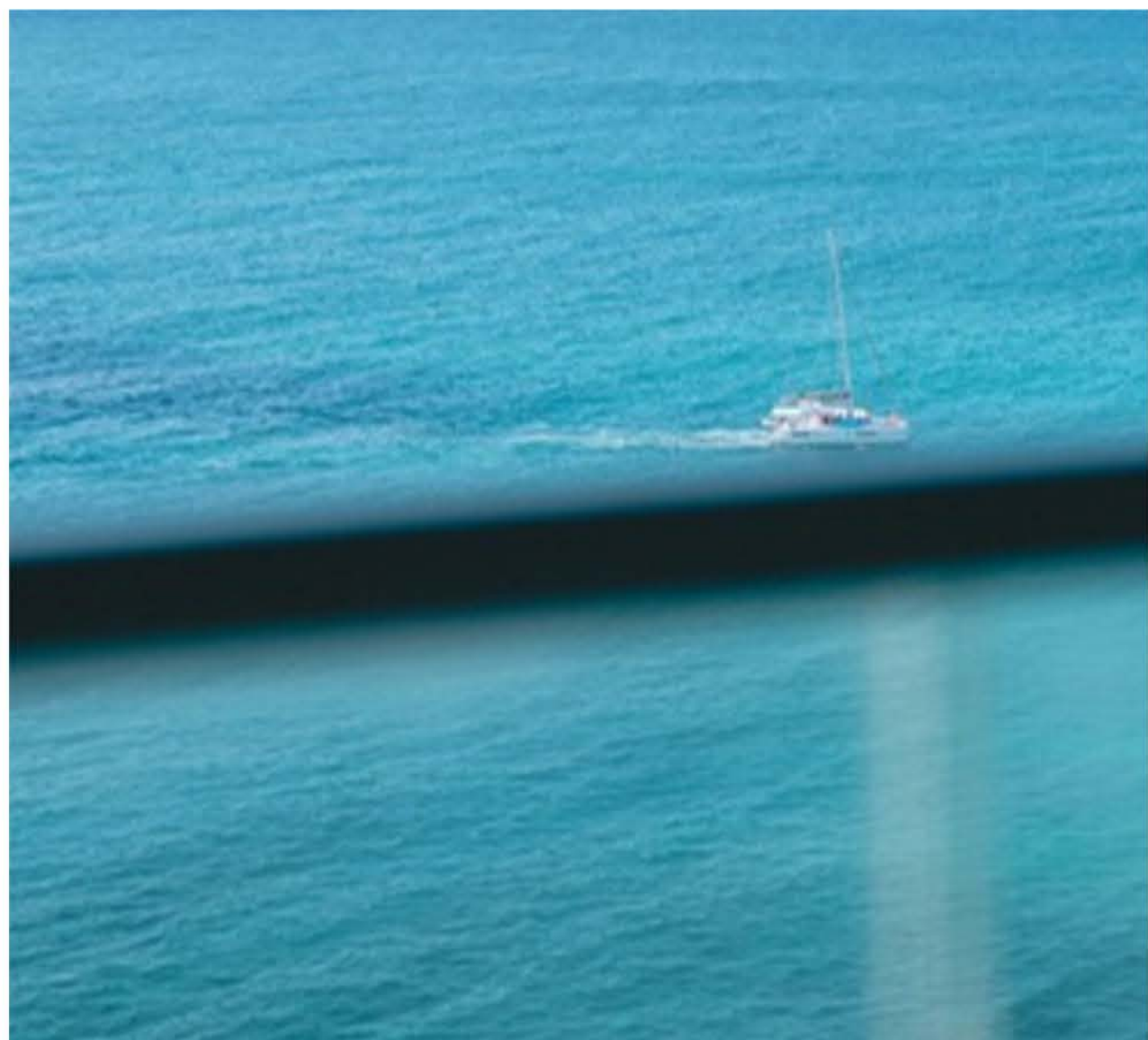
These estimates reflect the net distribution to the owner (after HOA fees and owner expenses), calculated after our 25% commission for full management.

Owner Payouts in USD & Return on Investment

	Year 1	Year 2	Year 3	Year 4	Year 5	Average	5-Year
STUDIO (45m ²)	\$33.2k (13%)	\$35.5k (14%)	\$40.3k (16%)	\$43.7k (17%)	\$46.2k (18%)	\$39.8k (16%)	\$198.8k (80%)
1 BED (67m ²)	\$36.0k (10%)	\$49.5k (14%)	\$62.9k (17%)	\$68.0k (19%)	\$72.0k (20%)	\$57.7k (16%)	\$288.3k (80%)
2 BED (112m ²)	\$39.5k (5%)	\$65.5k (9%)	\$69.3k (9%)	\$75.3k (10%)	\$79.8k (11%)	\$65.7k (9%)	\$328.4k (45%)
3 BED (323m ²)	\$82.5k (4%)	\$110.7k (5%)	\$132.2k (6%)	\$144.2k (7%)	\$153.3k (7%)	\$124.6k (6%)	\$622.8k (30%)

Based on full rental availability. Average return on investment based on launch prices.

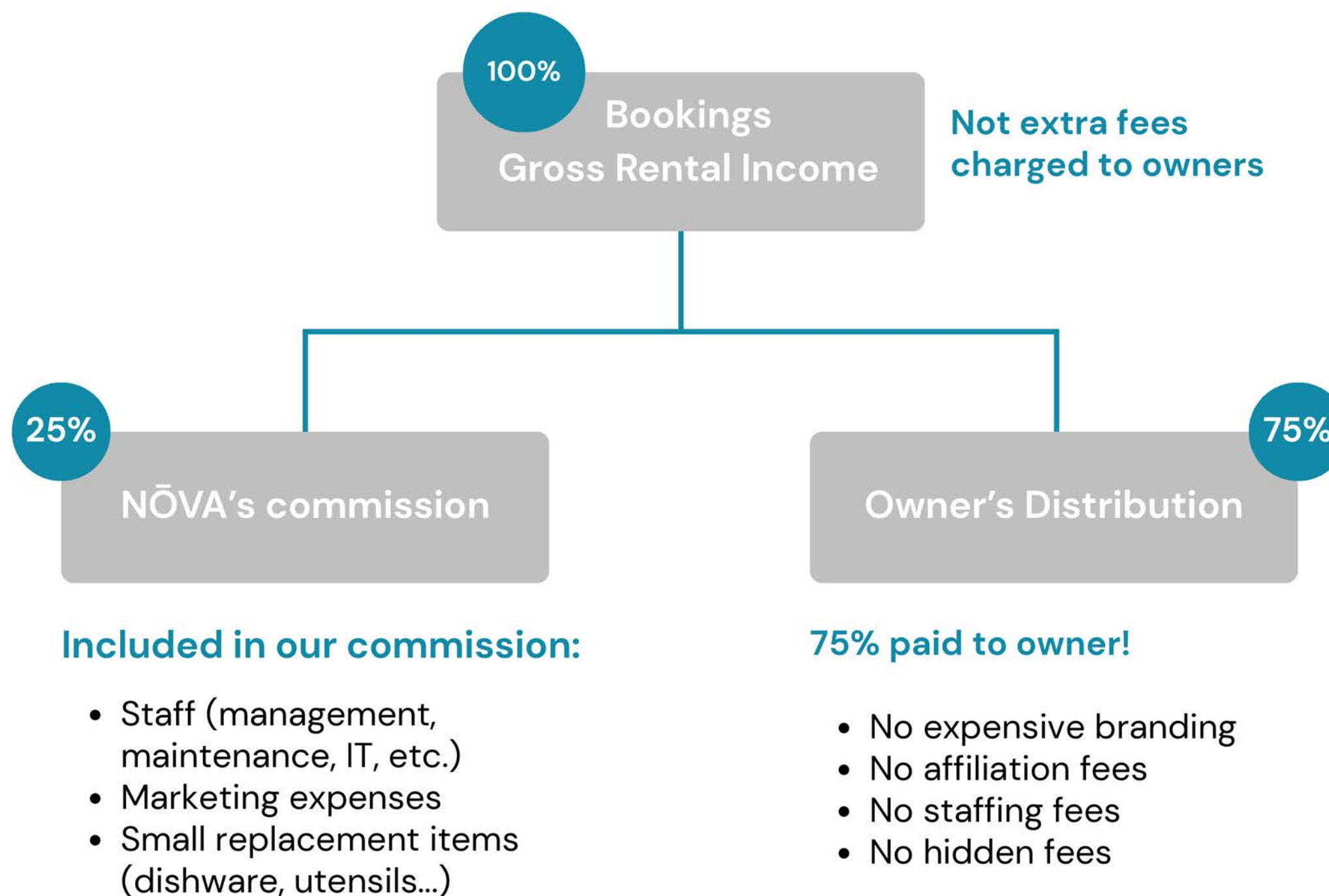
You get 75%! No hidden fees.



Our commission structure is simple and transparent — **no hidden fees, surprise charges, branding fees or costly markups.**

You truly **keep 75% of the gross rental income**, and we cover everything from staffing and guest support to marketing and day-to-day management.

We believe in being a partner you can trust—with clear numbers and full transparency.



NÔVA

Your property, your way!

Prefer **peace of mind** with hands-off management—or more freedom marketing your own guests?

Choose the **option** that fits your goals.

	All inclusive	Self-service
Managing bookings		
 Professional photography	✓	x
 Managed booking on all platforms (Airbnb, Expedia...)	✓	x
 Dynamic pricing to increase booking	✓	x
 Direct booking on official website of Aqua resort	✓	x
Managing guests		
 Communication with guests	✓	x
 Welcome basket	✓	✓
 Check in / Check out	✓	✓
Managing your apartment		
 Professional cleaning and laundry	✓	Extra charge
 Amenities & toiletries	✓	✓
 No black out dates, use your apartment whenever you want	✓	✓
Commission	25%	15%

Aqua's Revenue Generation Strategy

NŌVA **optimizes listings across all channels**, leveraging a branded experience, **sister property traffic** (e.g., Fourteen at Mullet Bay), and **dynamic pricing** to maximize your revenue.

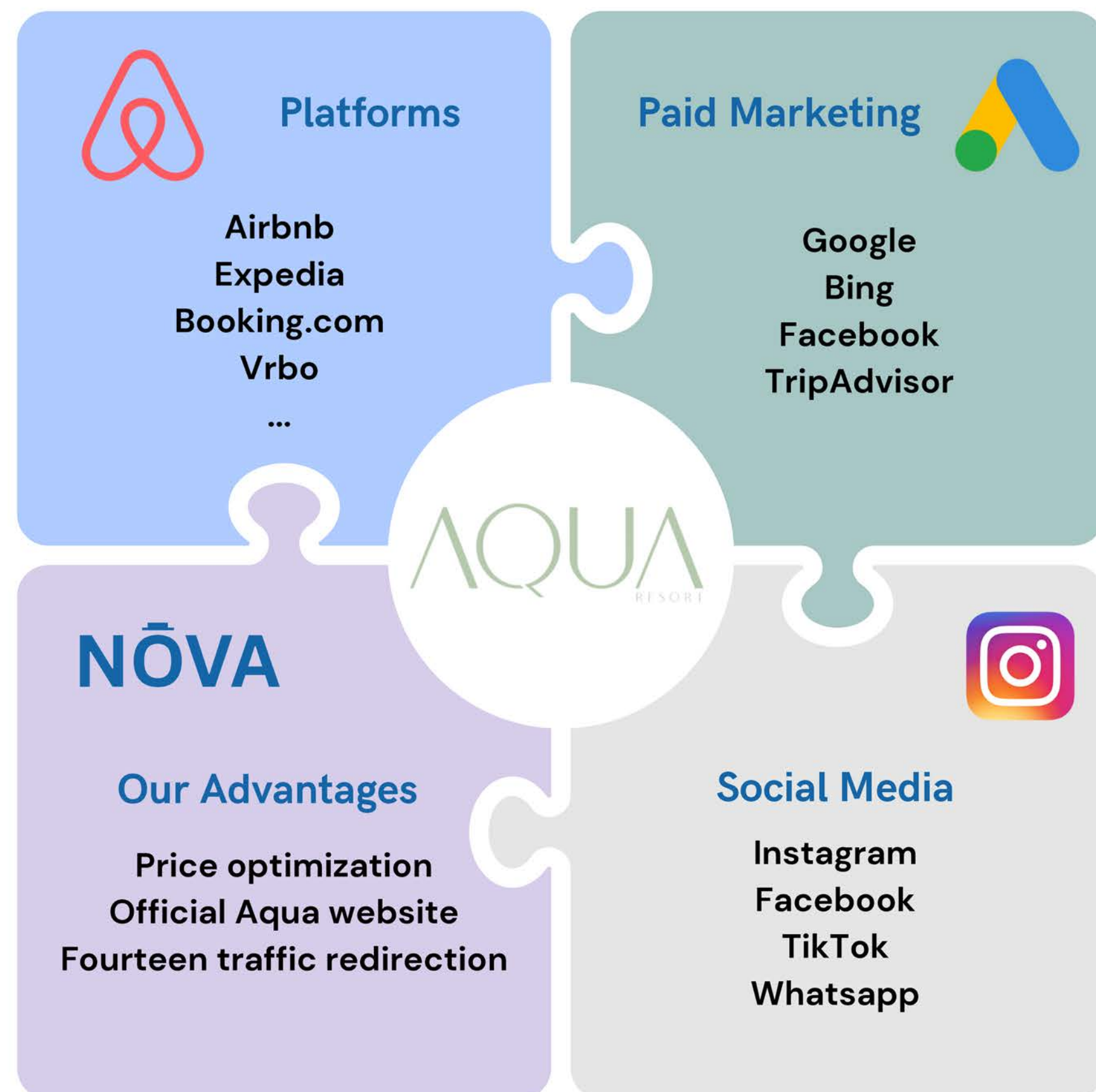
Top traffic sources:

- Official Aqua website
- Fourteen at Mullet Bay
- Leading OTAs (Airbnb, Booking.com, Expedia, VRBO...)
- Influencers (Instagram, Tik Tok, Whatsapp)
- Omni-channel advertising (Google, Travel magazines,...)

NŌVA: Our Preferred Partner Advantage

Our direct NŌVA **partnerships with leading OTAs** provide exclusive features, **enhanced visibility**, and critical market insights, empowering our team to **optimize performance**.

Enhanced Trust & Visibility



How do we greet guests?



Welcome kit for guests on us!

Every guest receives a premium welcome kit including a **branded beach bag and towels**, plus carefully selected essentials like coffee, laundry pods, and bathroom amenities.



Concierge

Our concierge service is here to simplify your stay — from booking activities and making reservations to arranging transportation and handling personal requests.



Complimentary Shuttle to the Beach

Skip the hassle of driving and parking — our complimentary on-demand shuttle takes you straight to the beach whenever you're ready.



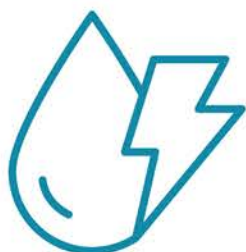
Get a head start!



Turnkey Setup, Fully Handled

Our team has prepared an a comprehensive setup kit that includes everything your guests expect:

- cookware, baking trays and all needed kitchen items,
- small appliances (coffee machine, toaster,...),
- smart TV with wall mount
- iron and board, waste cans, hangers,
- and more...



Utilities? Already Taken Care Of

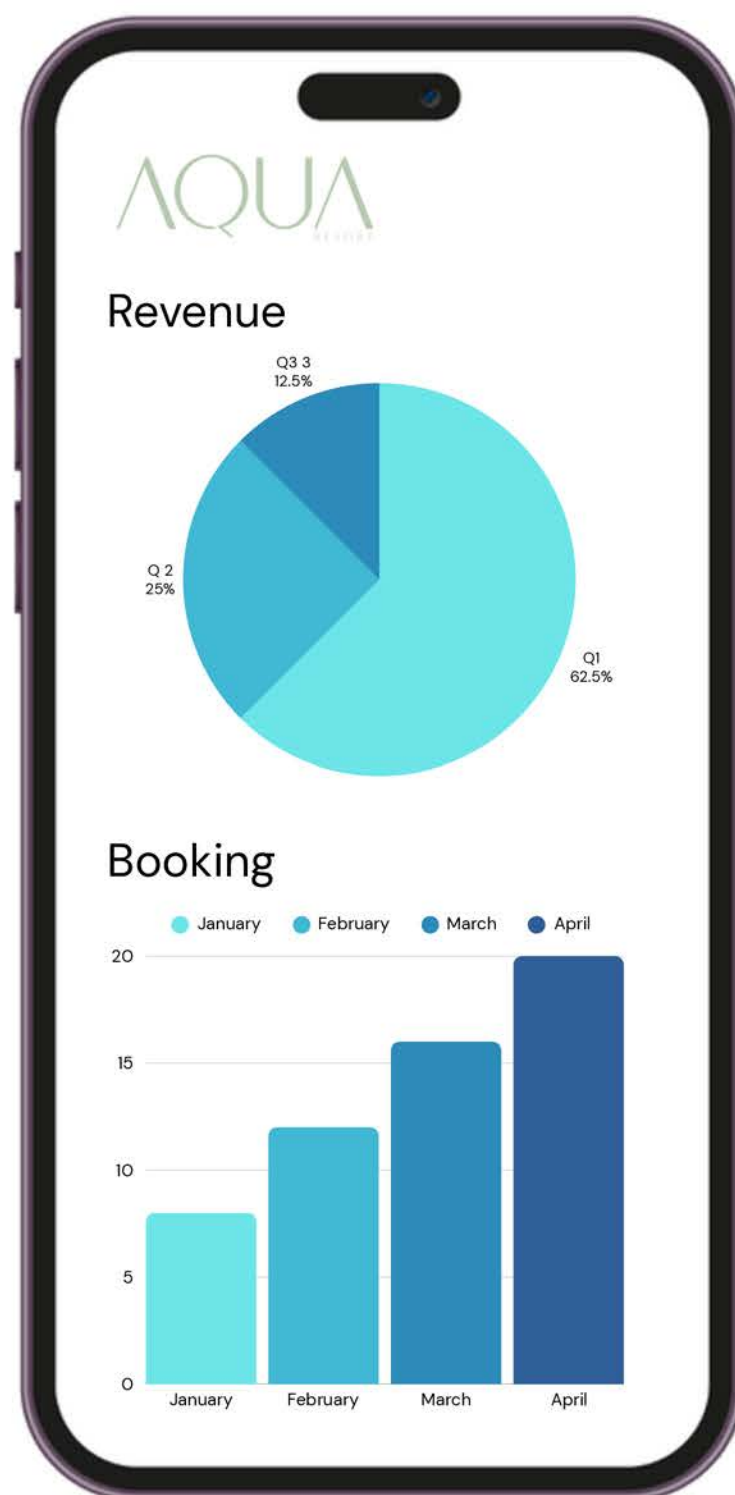
We coordinate setup for internet, water, electricity, and other essential utilities directly with local companies, so your unit is connected and ready, without the hassle. You stay informed, but we do the heavy lifting.



Interior designer

From layout optimization to stylish furnishings, we'll transform your space to attract more guests and maximize profitability.





Comprehensive owner portal

Effortlessly stay informed with your **personalized owner portal**. Designed for simplicity and transparency, it gives you real-time access to everything you need to know about your property—anytime, anywhere.

Track reservation status at a glance, monitor key performance metrics like occupancy and **revenue**, and stay up to date on active or scheduled maintenance. Whether you're at home or on the go, your **property insights** are always just a click away.

No blackout dates

As the owner, **you have complete flexibility** to use your apartment whenever you wish—there are no blackout dates. Simply block off your preferred dates directly in the calendar, and the rest is taken care of.



Mullet Beach

Managing your HOA at Aqua



The Trusted partner for your HOA

With **over 500+ units** successfully managed **on the island** by our leadership team, our team understands the complexities of HOA administration, from **owner expectations** to navigating the **unique local regulations**.

We pride ourselves on a **proactive, transparent, and cost-efficient approach**, protecting the long-term value of your assets, so you can relax.



Cost-Efficient Approach

We're on your side, offering premium property care up to **30% below market rates** through smart planning and preventive maintenance.



Daily Local Presence

With a **local office** at each property we manage, we conduct daily inspections and maintain constant contact with all key stakeholders.



Transparent communication

We offer quarterly updates, a **real-time dashboard**, and daily support via in person, online, phone, or email.

What is included with our HOA services?

Our HOA fees will include the following services for common areas:



Building Maintenance

Structural upkeep, plumbing, electrical systems, elevators, and fire safety



Cleaning & Groundskeeping

Cleaning of shared areas, septic, trash management, landscaping, and pool care



Amenities Oversight

Gym, pool, padel courts, minigolf, docks and terraces



Security & Access

Gate, lighting, CCTV, and on-site security staff



Admin & Compliance

Budgeting, reporting, vendor contracts, and legal filings



On-Site Team Management

Lobby attendant team. Oversight of maintenance and cleaning staff



Insurance

Comprehensive coverage including hurricane

How much would it cost?

We keep your costs low but standards high!

Based on our management of HOAs with similar amenities and thanks to our resourceful team, we estimate the cost of your HOA at Aqua to be the following.

Forecasted HOA Cost — How AQUA Compares	sqft / year	m ² / month
Market Average (Hotel management)	\$18+	\$16+
Market Average (Short term rental management)	\$12+	\$11+
The Cliff, Cupecoy	\$14.5	\$13
Blue Marine, Maho	\$11	\$10
House Arbor, Aruba	\$11	\$10
Fourteen, Cupecoy (managed by NŌVA)	\$8	\$7
Our proposal for AQUA including reserve	\$8	\$7



How NŌVA will lower your HOA Cost?



\$5/day Resort Fee Credit

Just like at Fourteen at Mullet Bay, we collect a resort fee from each guest and apply it directly toward the property's HOA dues, helping reduce the monthly cost burden for owners.



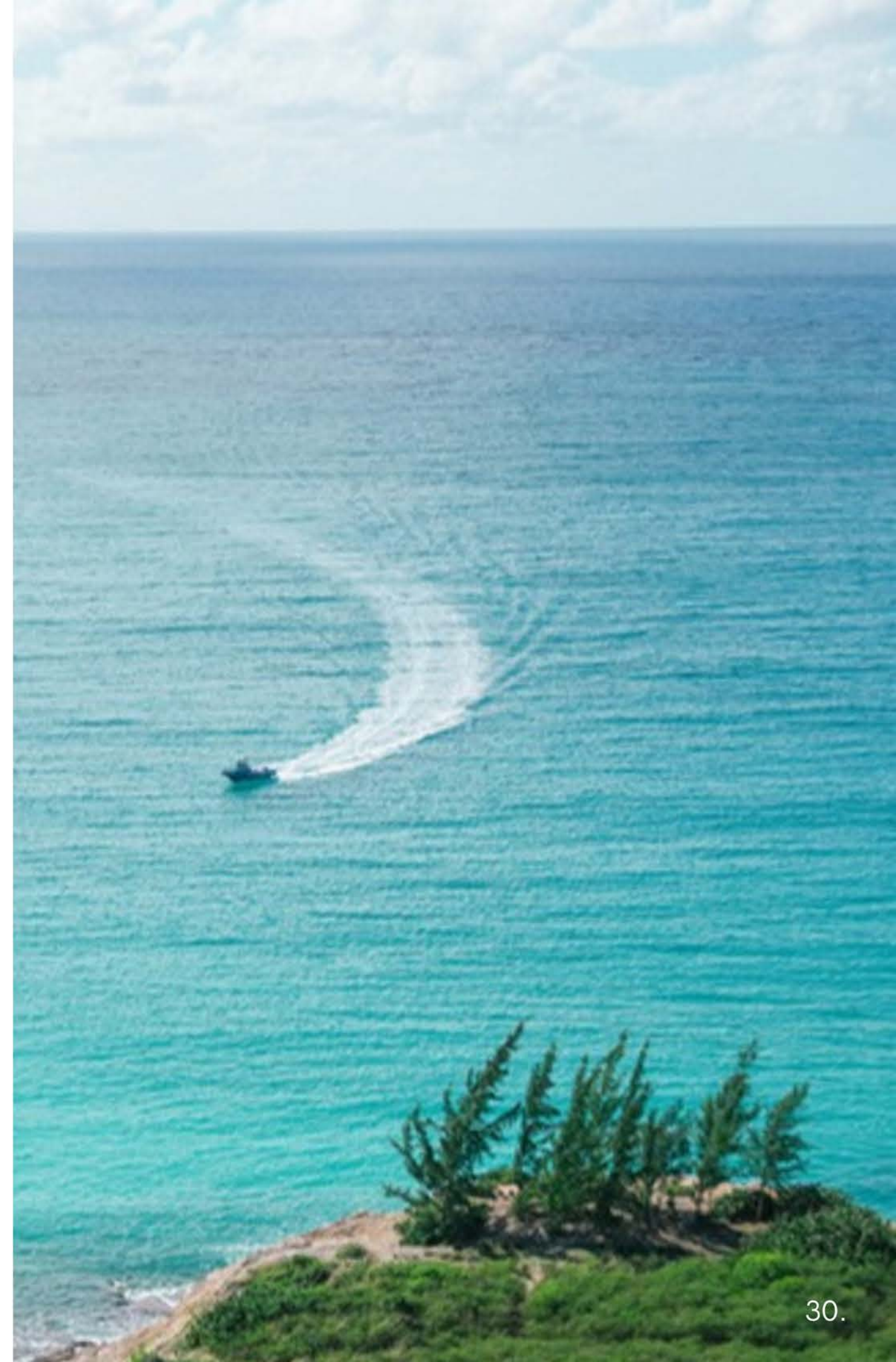
Lobby Staff Included

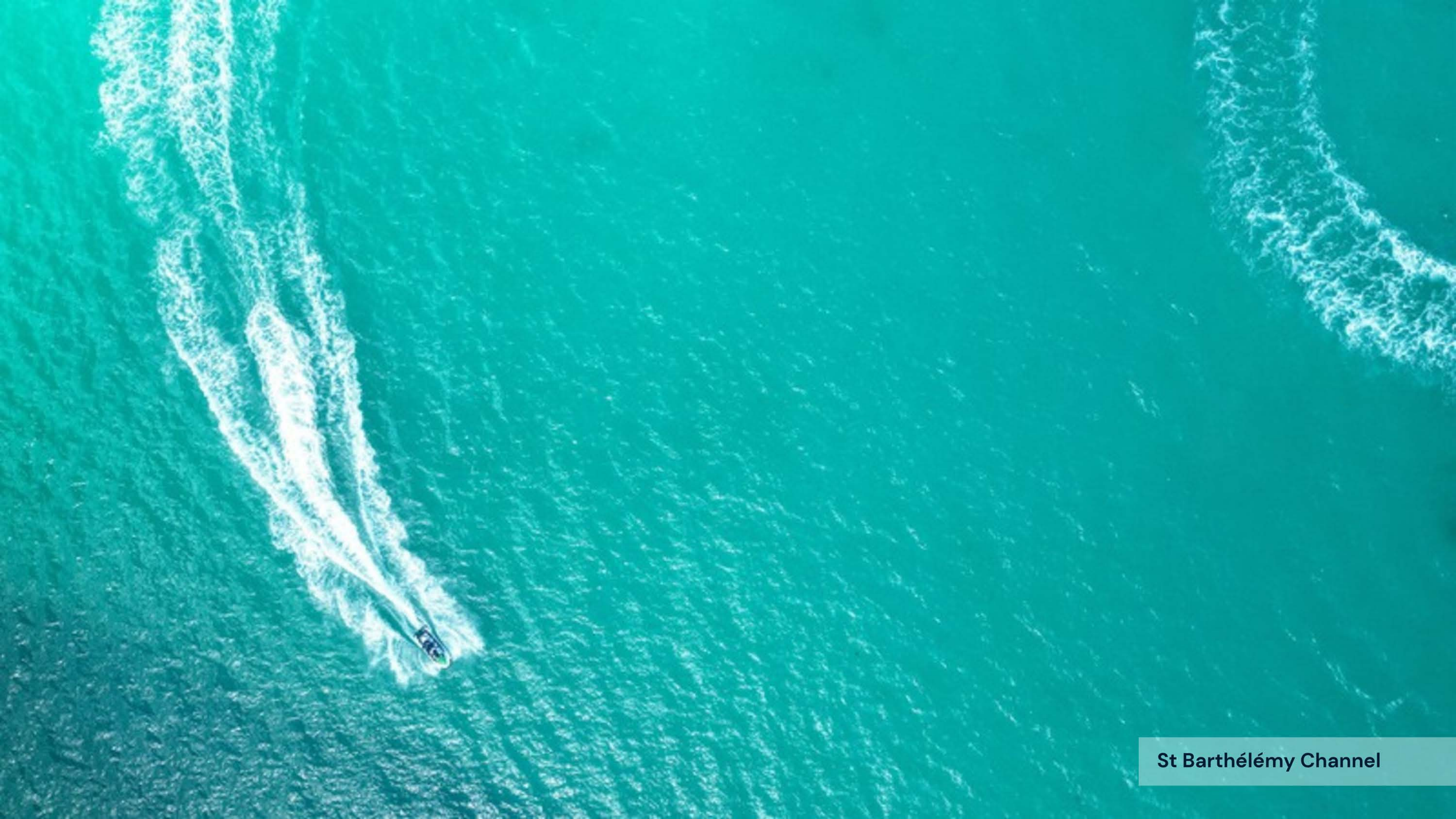
Our rental team also covers lobby attendant duties, saving the HOA over \$120K annually.



No Direct HOA Payments

No out-of-pocket HOA fees — a portion of your rental income will be used to cover them automatically. No need for a local bank account.



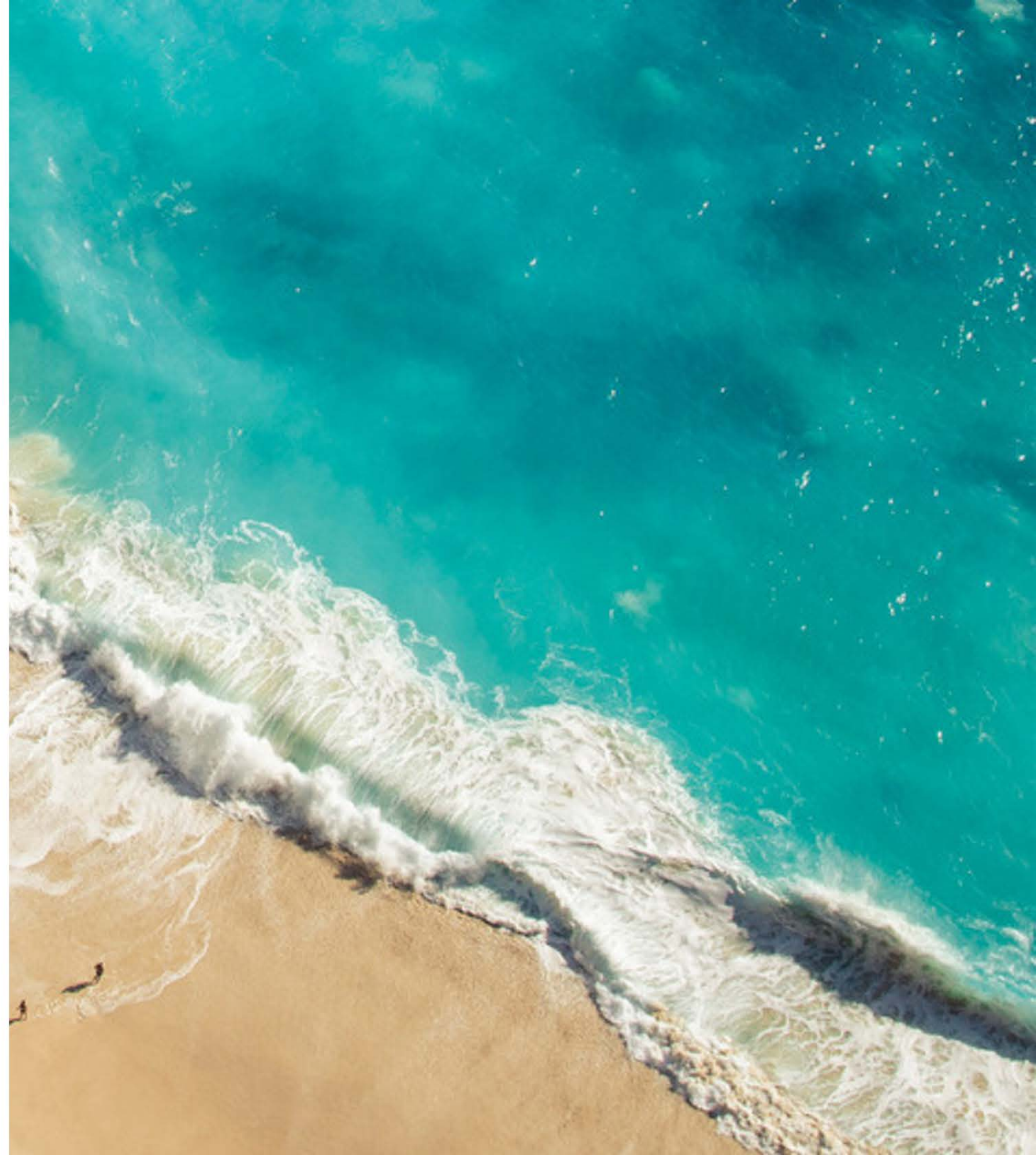


St Barthélémy Channel

NŌVA

Results-Driven

Local Partner



NŌVA: Your Proven Local Partner for Success

Leveraging its **proven success at Fourteen at Mullet Bay** (Cupecoy), NŌVA provides the critical local leadership, focused operations, and superior guest experiences necessary to ensure Aqua's enduring success, for owners, guests, and the wider community.

Why our Owners are happy

Maximized Returns

Centralized local management and cohesive branding enable better pricing and reduce the risk of price wars.

Minimized Expenses

Shared resources (eg. contractors, suppliers negotiations, bulk orders) help cut expenses

Total Peace of Mind

Handling everything, including proactive care, strengthening long-term value

Local partner

An local expert is always available to assist you, in your language when you need support.



**15%+ annual
return in average**



**20% more income
than competition***



**HOA: \$7 sqft /month
30% lower than average**



**95%+ owners
satisfaction**

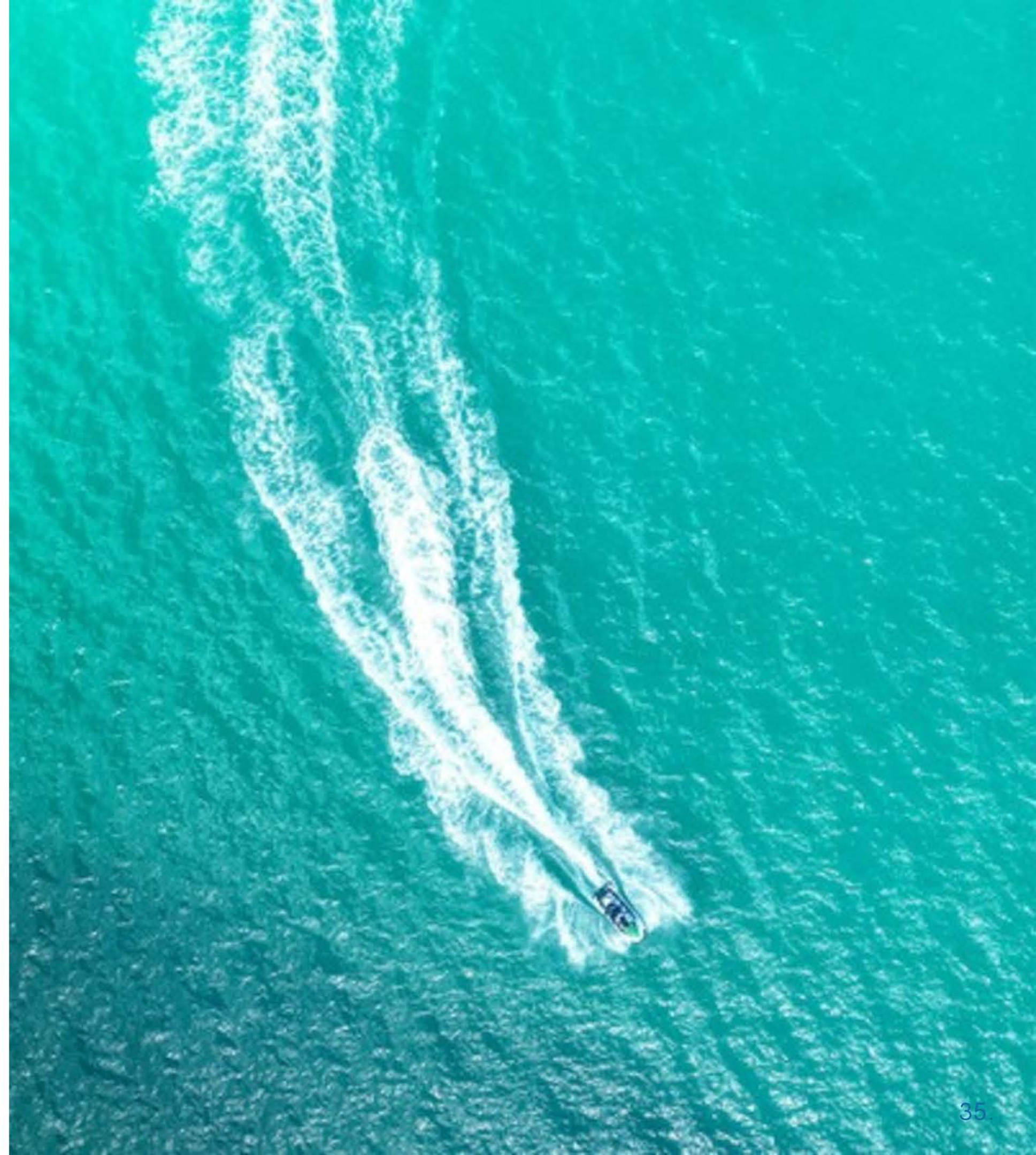
* as of June 2025, Keydata.com

Compare with Confidence

Choosing a rental or HOA partner isn't just about expertise—it's about trust. Your success is ours too!

NŌVA		What to verify with others
Fees		
Commission structure	15% or 25% flat from gross rentals	Is the pricing straightforward?
Royalty & affiliation fees	None	Any franchise or branding fees?
Staffing, marketing & technology fees	Included	Included or billed additionally?
HOA costs estimate	\$7/m ² per month	Is it competitive?
HOA managed maintenance	No markup	Do they add a markup to the cost of each repair?
Expertise		
Revenue optimization	Dynamic pricing, weekly reviews by the team	What is their technology stack?
Local market expertise	500+ properties managed in Cupecoy	Are they truly local, and for how long?
Guest experience	Our top ratings tell it all	What do real guest reviews say?
Owners relationship		
Your account manager	On site, speaking English, French, Dutch	Is support on site and in your language?
Owner communication	Relationship-driven, in your language	How important are you to their business?

FAQ



FAQ - Rentals

What makes NŌVA different from other management options?

Our trusted Cupecoy team provides transparent, hands-on rental and HOA oversight. With local expertise, strong relationships, and our powerful customer database driving local brands, we will easily fill Aqua properties, ensuring great returns and long-term value.

Are you local or based abroad? How often are you on-site?

We are active owners with daily local presence and on-site visits year-round to support operations directly.

How can I communicate with your team?

It's easy. Our local property managers are reachable by email, phone, WhatsApp, or in person, whichever you prefer. They speak English, French and Dutch, and you'll always have a dedicated partner who knows your needs. No unreachable corporate layers, just responsive support.

What rental services do you offer at Aqua?

We offer two options. Our most popular, all-inclusive management, maximizes income, covering everything from pricing and marketing to guest communication, cleaning, maintenance, and reporting. Alternatively, our self-service option puts you in charge of marketing and guest communication, while we handle local property tasks like check-ins, check-outs, and cleaning. See page 20

What kind of rental income can we expect compared to long-term tenants?

Our performance shows that short-term rental typically delivers 30–60% more annual income, depending on unit and occupancy. See pages 17–18.

How do you ensure property care while maximizing revenue?

We screen guests, monitor stays, and coordinate professional cleanings and inspections between each stay.

FAQ - Rentals

Should I decide to rent, is there any blackout date?

No. You are free to use your property whenever you want. Our team can advise you best depending on your strategy, between revenue maximization, or a more balanced approach between active use and complementary revenue.

Can I still use my unit if I decide to rent?

Absolutely. Working with us grants you the highest flexibility, allowing you to benefit from your unit whenever you want. You can simply use your owner portal to select the dates you want to keep for you versus when you want to rent. We will only market the periods you choose.

Where will you advertise my property?

We excel at diversified, direct marketing, ensuring we don't just rely on third-party booking sites. By leveraging our robust guest database, strong local partnerships, and active promotional strategies, we consistently attract ideal travelers and drive valuable repeat bookings.

What are the fees and how do they compare to other providers?

We offer competitive and fully transparent fees with no hidden charges. All marketing and operational costs are included. We encourage you to compare our commission structure carefully with other bidders.

How realistic are your forecasts presented in prior pages?

Our forecasts offer a solid reference we are confident to return based on our performance on the local market, for comparable services and amenities, and our expertise.

Why choosing NŌVA would yield a higher revenue to owners?

NŌVA is the only high-performing manager at scale in Cupecoy. By managing both Aqua and Fourteen, we avoid price wars between operators, protecting rates and maximizing returns for all owners.

Will you support group buying (e.g., insurance, upgrades)?

Absolutely — we regularly coordinate group deals to reduce costs for owners.

FAQ - HOA

How can you maintain HOA fees so low compared to the market?

It comes down to hands-on ownership and no waste. We negotiate hard, apply no markups, and avoid bloated admin costs. At Fourteen, HOA fees are 30% below market, up to 3x lower than with corporate administrators.

Can you tell more about cost optimization?

We centralize services, cut waste, and negotiate aggressively. Our dual model, rental + HOA, lets us share resources like lobby staff and offset HOA costs with guest-paid resort fees. No other manager offers this.

How do you handle transparency and communication with owners?

We offer quarterly updates, open books, and direct access to management via multiple channels (online portal, email, WhatsApp, phone and in-person) in English, French and Dutch.

How will decisions be made — and how much say do owners have?

We offer competitive and fully transparent fees with no hidden charges. All marketing and operational costs are included. We encourage you to compare our commission structure carefully with other bidders.

Will HOA fees increase under your management?

We aim to keep expenses low and relevant. Increases are not expected without owner approval.

How do you ensure financial transparency?

We provide access to real-time expenses report, share monthly reports and have open books in our office for full visibility.

Can I choose not to rent my unit and still benefit from your services?

Yes, HOA management is independent of rental participation. You are free to enjoy the property for yourself while benefiting from HOA services.

Questions?



Let's Connect!

We'd be happy to meet with you, by phone, video call, or in person, to walk you through our offer, answer your questions, and explore how we can support your goals at Aqua.

Contact: hello@meetnova.com

More info: meetnova.com/aqua