



2013 European Resort Update



Some significant renovations to common areas were undertaken in 2013 such as brand new receptions and leisure centre or swimming pool renovations in a number of resorts.

2013 can also be described as the year of further integrating restaurant franchises into our operations to ensure they deliver excellent service and offer variety for all tastes.

Your comments and suggestions from the Post Departure Surveys have been taken into account and many resorts have incorporated your ideas into their plans for improvements or creation of new facilities.

We can proudly announce that the English resorts have received Visit England accolades and most European resorts have been awarded with high score awards by RCI, II, TripAdvisor and Booking.com.

ISO14001 environmental certification has now been awarded to all managed resorts in Spain, Portugal, Italy and Austria. We are proud to report that, in line with Diamond environmental practices, more than 15,000 cubic meters of water have been saved by our Canarian resorts in comparison with previous years. In order to save more energy, most Spanish resorts have completed the installation of sensors which automatically cut off the air conditioning if the doors or windows remain open.

2013 has also been a year of change in many resorts outside of the UK with regard to reception of English TV Channels due to changes made by the ASTRA satellite system. This has resulted in most of these resorts introducing cable TV with 24 new channels in order to ensure continued coverage in the future in English and other languages. Amongst others, these new theme channels include films, Disney Channel, sports, and documentaries.

The high tech and exciting Monsierge information system will be operational in all resorts across Europe by the end of this year. The new system features a high-definition monitor with touch screen software that functions like a personal concierge app. Guests can interact with the hardware, which is located in the resort reception area, and navigate through the app to discover resort specific information and local area details, easily browse through the app to find resort amenities, on-site facilities, local events, restaurant recommendations and excursion opportunities. This new self-service device allows 24/7 access to information you will need throughout your stay. Members will be able to download their personal "app" by the end of January 2014 to receive updates and information on upcoming events and activities.

Themed activities for families and children went on in all European resorts with the highlight on DRIven® to Fun games through the summer. Not only did approximately 13,000 members and guests joined us to enjoy many fun games, but €3,000 were collected for a good cause (more information is available on the Diamond Facebook page). In addition to these improvements, each location has undergone other work in keeping with their own individual requirements.

Please take time to review the regional updates provided separately; these also include recognition of all awards and certifications that each location currently holds.