

# AGM 2013 RESORT REPORTS

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## BENAL BEACH

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John Davey

### General overview:

Despite the fact that the long term future of the resort remains uncertain the resort is continuing to make improvements. During 2012 a number of apartment doors have been soundproofed, 7 bathrooms have been refurbished, awnings have been added to balconies and a number of beds and mattresses have been replaced. The club house which is based at the Pueblo Quinta resort continues to receive favourable comments and we need more members to support the restaurant where possible. If we don't, we risk losing it. The new spa facilities under the club house are a real improvement and have some interesting features, you must try them. I have. During the year a number of special events have been celebrated: Valentines, Mothers Day, Halloween and of course the highlight DRI Games. The weekly Malaga tour organised by the entertainer has become very popular. The swimming pools at Benal which are, to some, the feature that makes it very special. have this winter been tiled which should be a big improvement. The occupancy level in the summer reaches 96% and for the year around 73%. The housekeeping, maintenance and reception teams continue to give excellent service which is only what we have come to expect from Diamond Resorts.

## BROOME PARK

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II Premier

Clara Wilkinson

### General Overview:

Chives Catering, our new F&B operator, have had a successful first year. Their focus is on providing good quality, fresh food whilst continuing to offer a good service to all our guests. They have continued some special evenings such as our famous Pie and Pudding night and afternoon Cream Teas and have introduced a new 'Grazing Menu' which consists of seven bite-size courses for the more adventurous.

Our entertainer has continued to run a successful resort party and the house and garden tour and our quiz night continue to be popular. This year we have also hosted a street party for the Diamond Jubilee celebrations. This was a quintessentially English event offering cream teas with tables adorned in the Union Jack.

The London 2012 Olympic Games were a massive event for us. We hosted, along with the other European resorts, our own DRI Games which were a true success and enjoyed by adults and children alike.

### Renovation and Improvements:

This year we have done a partial refurbishment to the remaining eight out of our fourteen Paddock Lodges. This has included installing two new bathrooms into each lodge, re-decoration throughout and new soft furnishings and window dressings. We have been very pleased with the outcome and guest feedback continues to be positive.

We have purchased two defibrillators this year and staff have completed training on this.

All of our lodges now have the new DRI Serta beds and the new DRI branded linen. Again, guest feedback is positive and we hope this ensures all of our guests a good night's sleep. All of the lodges have also benefited from new Tropitone patio furniture this year.

Our Garden Room has been transformed by our therapists, 'Yoga Nature', into a therapy room offering better relaxation for our guests.

Broome Park is set in 250 acres of golf course and park land. Ideally located just 6 miles from Canterbury with easy connections to London, it makes a perfect destination to escape from the hustle and bustle of everyday life. We offer a great range of leisure activities including an 18 hole golf course, swimming pool, gymnasium, tennis courts and much more. Our 2 bedroom lodges are well equipped and located in a woodland setting. In addition, we also offer affiliate accommodation in the historic mansion house, offering fantastic views of the surrounding landscape.

## CLUB CALA BLANCA

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RCI Hospitality Award

Miguel Dominguez

### General Overview:

Guests visiting Cala Blanca now enjoy many new services such as chill-out area, Wii tent, massage & therapy centre, medicinal & aromatic herb garden, enlarged DVD collection with over 180 titles, daily theme day at the restaurant, complimentary cocktails in the swimming pool area, room service with free delivery, improved laundry, augmented entertainment equipment and many more. The stone terraces now sport beautiful geometrical patterns. The resort has

been certified again in the EMAS environmental seal of approval, passing with flying colours. The new motorway to Puerto de Mogán has now opened resulting in a noticeable drop in the amount of traffic passing the resort.

**Renovation and improvements:**

We have sped up the pace of refurbishment and we are now working on 12 apartments every year, quite a difference over the past with 5 or 6 apartments. We have accomplished that by moving from full to partial refurbishments with extremely satisfactory results. The lift towers have been painted and present a nice appearance. More parking space has been made available by the removal of the container at the lower side of the parking lot.

Club Cala Blanca is ideally designed for the guest looking for peace and relaxation who want to be away from the frantic activity of places like Playa del Inglés. Located on a steep hill overlooking Taurito beach, the view of the Atlantic Ocean from almost all the apartments is breathtaking, particularly those in the upper levels. Gran Canaria is an island full of surprises to be discovered, and Cala Blanca is the place to stay.

## **CLUB DEL CARMEN**

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David Howie

**General overview:**

During 2012 occupancy has been running at 95%+. The year actually closed with an occupancy rate of 91%. Written comments from guests are exceptional with praise for Marcos and the whole team at CDC.

Rafael Gopar has been appointed as Head of Reception and both he and Marcos interact extremely well with all the guests on the resort.

There is a new cycle hire on site and this is already proving popular.

Zubi, the pool guard, is popular with everyone, especially the children. The extensions to the parasols are working well. "Little Italy" has retained the franchise for the restaurant and the bar. They are offering 2 for 1 on a Thursday and they also offer the half board availability, in addition to the full day and evening meal menus. The versatile chef is still at the resort and there is a new team in the restaurant under the diligent care of Ramona. I can confirm that having been at CDC for the Christmas period, the food, ambience and service are excellent. It was a lovely idea from the restaurant that tapas was offered to everyone, including those sat outside their apartments on the ground floor and those in the new seating area, in addition to the sun bed guests.

**Renovations and improvements:**

The resort looks fantastic and the new area near reception with white tables, seating, lighting, heating and a new Astroturf carpet is proving very popular, especially with the laptop/tablet guests, and those arriving and departing. 75% of partial refurbishments to existing apartments will be completed this year. The gardens are looking splendid with new improved landscaping with various cactus plants.

Wi-Fi access is now available in all apartments.

The whole resort is looking so inviting.

## **CLUB MOUGINS**

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Richard Tribut

**General overview:**

We had a certain number of changes in the reception and maintenance departments with new team members including a new head of maintenance, David Delwale. The teams have worked hard throughout the year to reach the same high level of satisfaction of our guests and maintain the high level of service they deserve.

As last year, the F&B operators Cedric and Agnieszka have performed extremely well and have been scored again the best DRI restaurant in Europe by our members, owners and guests. And to confirm the excellence of their work, they have also been ranked the best restaurant of the town of Mougins by the well known website Trip Advisor.

We had a few great changes concerning the entertainment this year, first with a new French entertainer that received a lot of praises from our guests for his excellent work, and also with the major introduction of the DRI Games during the official London Olympic Games. They were very successful and very popular and increased guest satisfaction concerning the entertainment at the resort.

**Renovation & improvements:**

During this 2012 year, we have changed our telephone system at the resort and also replaced all the telephones in the accommodations.

As we are planning some major refurbishment works for the end of 2013, we are working on the preparation of this important project and are reviewing all aspects of the resort.

Le Club Mougins is ideally located as a base for touring the French Riviera.

All year around this very well known corner of France has a lot of activities to offer to the visitors. From the glamorous atmosphere of Cannes or Monaco, to the discovery of the perfume industry in Grasse, or a round of golf in Mougins itself you will be spoilt for choice.

And for those days where you just want to relax on the resort, Le Club Mougins offers facilities such as a swimming pool, a gymnasium, a tennis court and a great restaurant Bistro 21 where you will be able to sample the specialities of the South of France.

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## **CROMER COUNTRY CLUB**

**RCI Gold Crown**

Jill Bush

### **General Overview:**

After many years of negotiation with the local council, the flags of Diamond Resorts and TATOC now proudly fly outside reception, welcoming our guests and confirming the high standard expected. Our confidence along with our flag is flying high after maintaining our position in the ratings along with record occupancy levels.

It has been an outstanding year. During the Olympic Games, a number of resorts throughout Europe participated in the DRI Games and Cromer was no exception. Much fun was had by all. Many comments were received on the success of the venture and much appreciation shown for the work put in by all staff to make it such a success.

Amber restaurant has had a very successful year with bumper bookings for Mothers Day, Easter, the Jubilee, Christmas and splendid New Year celebrations. The addition this year of afternoon tea and weekend breakfast has further enhanced the overall experience.

Jonny Hollis our inexhaustible entertainer has again stunned everyone with his endless talents. Alongside his regular programme, Jonny now offers Yoga, Meditation and Art classes and one to one piano lessons!

### **Renovation and Improvements:**

We are thrilled that eight new units are now available for use by our members. The workmanship is of a high standard and I am sure they will enhance the CCC experience.

This year has seen the introduction throughout the resort of the new bed linen. It looks lovely and complements the new beds adding to the comfort of our guests.

iPod docking stations are now in all rooms.

In the leisure centre: A new and much more efficient poolside shower has been installed and a drinking water machine is now mounted poolside. The gents changing rooms have been updated. New gym equipment has been purchased, much to the delight of the regular users.

The resort has looked stunning this year with flowerbeds awash with seasonal colour, and a new herb garden has been created for guests to see and use.

In April the driveway and car parks were resurfaced which has made a huge difference to the overall appearance of the resort. The work was completed swiftly and with minimal disruption to guests.

Maintenance work has been carried out on a number of accommodations this year, including re-paints, replacement carpets, blinds, sofas and soft furnishings.

Resort reputations are not built on league tables alone, but by the many complementary letters received and by word of mouth. So fly the flag and a shout it from the rooftops. Cromer Country Club... Stands for Care, Care, Care!

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## **DANGAN COTTAGES/EAST CLARE GOLF VILLAGE/FISHERMAN'S LODGES**

Sandrine Hill

### **General Overview:**

The three Irish resorts continue to be a popular destination with our Diamond members. Guests travelling to Ireland are mainly looking for a peaceful and quiet place but rich in history and that is what Ger Teefy and his team help deliver.

The reception team at East Clare has provided excellent hospitality, customer service and has ensured that our members and guests staying in the two satellite properties of Dangan and Fisherman did not feel left out.

As there are no restaurants on site, the resort has organised transport to a local pub twice a week to enjoy a traditional Irish music evening and sample some of the typical Irish food. The resorts also offer excursions three times a week to the landmarks of the South West Coast of Ireland.

### **Renovation and Improvements:**

The maintenance team has been busy repainting the units, updating appliances and bringing the water distribution system up to date. The accommodations at East Clare have been fitted with new flat screen TVs and a brand new WiFi system. The new patio furniture was delivered at the end of October and will enable all our guests to make the best of the Irish sun.

## **DIAMOND SUITES ON MALTA (Affiliate)**

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Sandrine Hill

### **General Overview:**

The Diamond Suites on Malta continue to be a very popular destination amongst our members. Not only do they enjoy the Island itself and its climate but they also make good use of the hotel panoramic pool or the beach located a few meters away from the resort.

Housekeeping, maintenance & grounds and reception tasks are performed by the staff from the InterContinental Hotel where the suites are located.

Our members and guests can take full advantage of the different restaurants (7 in high season) located within the hotel or choose to visit local places in the surrounding areas.

The hotel also provides entertainment and St Julian's Bay offers different leisure options ranging from cinema, bowling alley to bars and discotheques.

### **Renovation and Improvements:**

All the suites have now tiled floors, new curtains in the lounge and the iPod docking stations in both bedroom and lounge.

2012 has also seen the arrival of a part time DRI guest representative who is onsite to help our DRI guests liaise with the InterContinental staff.

## **GARDEN LAGO**

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**RCI Gold Crown | II Select**

Helen Smith

### **General Overview:**

GL is a fun family resort in summer & a great base for seeing the island in winter. Owners that visit us regularly praise our friendliness & hospitality. Compliments via our recognition programme continue to pour in. Our full survey results from the post departure survey have increased this year & we achieved most of our annual improvement targets.

Average occupancy levels for 2012 increased by 5% this year & stood at 59%.

Once again we have retained RCI Gold Crown status & II Select for 2013. This year we also retained our environmental ISO14001 award. The hard work & enthusiastic dedication from the whole team has been exceptional & key to this achievement. 6 members of staff have been trained to use our newly installed defibrillator. The only major staff change has been our new head of maintenance Ricardo, who we welcomed to the team in December. In March our housekeeping schedule changed to every other day for owners & every 3 days for hotel guests.

The restaurant has re-opened with a new operator & we have seen a vast improvement in prices, food quality, presentation & service. The feedback showed a 5% increase compared to 2011. With regard to entertainment, we endeavour to find new original activities for on-site family participation, in particular the successful demonstrations, walks & arts & crafts and this year we successfully carried out the DRI Games for a month in the summer. Our themed events included the new World Oceans' Day & Euro 2012. This year guests, staff, family & friends participated in a charity walk in December in order to raise funds for a good cause.

### **Renovation and Improvements:**

All approved sinking fund items for 2012 were completed & include the new disabled apartment 113, an increase in TV channels available now that we have changed to digital, the 6<sup>th</sup> floor short wing & back staircase have new stainless steel & glass railings, installation of new fire hoses, new air conditioning & disconnection sensors in 20 apartments, new doors & drawers for 34 kitchens, flat screen TVs for all main bedrooms, Tropitone sun beds for the pool area & sun beds, tables & chairs for many apartments, iPod docking systems can now be found in all main bedrooms & lounges, 31 apartments have new baths & the entrance doors to all apartments have been conditioned & painted.

Other improvements include the inauguration of our ecological herb & vegetable garden & permission for yellow lines to be painted outside the restaurant making it a safer place to cross the road.

The DRI baby catalogue is now available at reception & bedtime stories have been introduced for our younger guests.

We also have a catalogue of items to lend to guests.

## **JARDINES DEL SOL**

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**II Select**

Jeanette Hansen

### **General overview:**

JDS passed for second time the ISO 14001 inspection, with great marks and very good comments. The teams are always looking into how the resort can improve and save water and electricity. We have again renewed the contract with David and Sandra Cook in Ruby's for 1 more year to continue with the high quality of food and hospitality. During the summer period the resort was very busy and had a great success with the DRI games, which our guest and staff really enjoyed.

**Renovation and Improvements:**

During 2012 we added five villas, 3 with 3 bedrooms and 2 villas with 4 bedrooms. All 5 villas are luxurious and very spacious inside, with a fantastic view of Isla de Lobos and Fuerteventura. JDS has this year carried out outstanding work on the pool. We have installed the Munich system, two new showers and more Tropitone sun beds. Two new ramps have been created so the access to the pool area with a wheelchair or a buggy is much easier. The security within the resort has also improved; new front and back gates have been installed and the resort is now fully fenced up for your security. All lounges now have IPOD docking system and in 7 apartments we have changed the skylights. All terraces in the 2 bedroom bungalows have new roofs.

Jardines Del Sol is a very relaxed and quiet resort. Many guests return year after year. All 48 bungalows are semidetached and have all of the facilities you would need for your holiday. The bungalows and villas have their own terrace with a lot of privacy to enjoy the sun. The resort is situated in Playa Blanca on the south of Lanzarote, 20 minutes walk away from Playa Blanca but very accessible by local bus or taxi.

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**KENMORE CLUB****RCI Gold Crown | II Select****Rita Albanese****General overview**

This year has once again been a successful and busy year for the Kenmore Club, with occupancy rates higher month on month than the previous year. The continuing attention to detail and ability to pursue a high standard of improvements has been reflected in the ever improving resort scores and increased customer satisfaction comments.

In March 2012 the resort manager moved on to pastures new and the main challenge during the year has been finding a new resort manager of an equally high calibre. This has been no mean feat, and for much of the year the fort has been held by two members of staff who have taken on additional responsibilities. They have done an excellent job, keeping the standards high whilst we continued the search for the right person to fill the post. In November, Alexa Moran, who was previously head receptionist, accepted the position of interim resort manager on a 6 month trial period; following this period it is hoped Alexa will take the position of resort manager permanently.

**Renovation and improvements**

The refurbishment programme on the cottages continues with several cottages having undergone complete renovation, whilst other cottages have had makeovers with items like sofas, beds, wardrobes, floors and electrical appliances being replaced, including exterior painting of all the cottages.

Other improvements include;

A new Key card door operating system installed throughout the resort

External lighting around the new jetty

New lighting around the walled garden and main car park

New i-pod docking stations in all the cottages

Improvements to the leisure club, including sauna repairs and upgrade

Ground maintenance e.g new grit bins, pavement and flag relaying.

The Kenmore Club is ideally situated to explore the beautiful highlands of Scotland, with panoramic views over Loch Tay. The Club offers an exceptional holiday experience for all age groups, a must do experience!

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**LE MANOIR DES DEUX AMANTS****LA RESIDENCE NORMANDE****Christophe Daniel****General Overview:**

During the last 12 months, we have made some improvements at Le Manoir Des Deux Amants and La Résidence Normande by enhancing the general comfort in the accommodation, common areas and the grounds. In Normandy, our reception carried on with their popular crepes tasting parties while the summer activities were highly enhanced with the "DRI Games" during 4 weeks. It is also important to know that the resort has been equipped with a defibrillator and that all team members have received the proper training.

**Renovation and Improvements:**

Manoir Des Deux Amants: In 2012, we have installed in all accommodations IPod docking stations for both the lounges and main bedrooms. With the arrival of a new maintenance manager, we have reorganized the planning of our maintenance weeks to ensure more attention is paid to details. Specific attention has been given to the river banks with the help of an external company and this task will be ongoing in 2013 also. Partial refurbishments are planned for 2013 and we will be looking into enhancements for both the indoor and outdoor pools.

Résidence Normande: We have created a vertical garden of aromatic herbs along the main car park to not only enhance the visual aspect of the wall but also to give our owners, members and guests the possibility to use those herbs for their own cooking.

These two resorts are ideal for peacefulness and relaxation but also to discover the historical Normandy, the landing beaches or Monet's gardens at Giverny. All our well equipped accommodations overlook a quiet branch of the river Seine.

## **LOS AMIGOS BEACH CLUB**

**RCI Gold Crown | II Select**

Jim Haluch

### **General overview:**

LABC completed the 2012 season in good order with improved ratings in all monitored areas with only the exception of a small decrease in the Check-in/Check-out scores. This 1% decrease can be solely attributed to the major renovations in the Reception area which were completed in early January 2103. The LABC reception now rivals that of many a five star hotels and will ensure a return to over-average scores in this area.

The exterior of the resort which was completely repainted in 2011/12 remains in pristine condition; the water-saving landscaping programme completed in 2012 has resulted in a 100% saving in irrigation water costs thus justifying the expenditure as well as giving the exterior of the resort a new look. We have gone even further environmentally, with guests assisting in the provision of a vegetable garden and even a volunteer beach clean-up.

Occupancy over 2012 has run at an average of 73% and we continue to meet all financial budgets and expect to continue to produce a surplus for the full year 2012. The substantial sinking fund and healthy reserves have allowed the resort management to continue the policy of regular apartment refurbishment, the refurbishment of the indoor pool and spa bath, the provision of a new sauna and massage room and a new gym, a new children's playroom and a new meeting room.- all completed during 2012. As mentioned, the main entrance and reception area was completed and opened on 14 January 2013 and number of further apartments are in course of refurbishment in time for main season 2013.

I should mention that all of this was completed within a budget which resulted in a minimum maintenance fee increase for UK members for 2013.

The low level of occupancy during the winter months continues to worry. In 2012 the restaurant and bar facilities at LABC closed for some four weeks in January which, while inevitable, drew adverse comment. The facilities have closed for six weeks this year and I fear a further decrease in winter interest in the resort unless some course of action can be evolved.

## **PALAZZO CATALANI**

**II Premier Boutique**

Riccardo DeCicco

### **General Overview:**

In 2012 Palazzo Catalani has achieved ISO 14001 certification. The resort manager and reception team have also participated in the BLSD certification courses which included fire safety, first aid with use of AED, environment care and protection implementation as well as sensible use of electricity, water, chemical handling and proper waste disposal.

Activities at Palazzo always offer an ample choice of guided visits of the major Italian sights. Besides that, weekly group-oriented cooking classes are organized by our restaurant. Guests can learn some secrets of the Italian cuisine and they can use a range of aromatic herbs that have been added in our garden area. Menus have been expanded and varied, satisfying guests with the quality and presentation of the meals.

### **Renovation and Improvements:**

One of the main improvements is the replacement of the central heating system, in order to reduce energy consumption and CO<sup>2</sup> emissions.

All the rooms have been refurbished with new headboards and nightstands.

Works on Palazzo Catalani II are ongoing.

Palazzo Catalani has many frequent visitors, due to its character and to the authenticity of the surrounding area. Moreover, the territory is rich in archeological sites and museums of national interest, ranging from Etruscan and Roman culture to palaces and villas with Renaissance style, as well as beautiful natural surroundings such as mountains, lakes and forest preserves. The transportation system, too, allows easy connection with Rome and other historical and well-known cities and towns.

These are some of the reasons why Palazzo Catalani has been awarded a Tripadvisor Certificate of Excellence.

Sid Jenkinson

**General Overview:**

Pine Lake is one of the busiest resorts with very high levels of occupancy and this situation shows no signs of easing up. Our resort manager, Louisa Herrero, has moved back to manage Wychnor Park. She did a great job for us and we are very fortunate that we now have a new manager in post - Angela Gallagher - and she comes to us with extensive hospitality operations experience. We welcome a new entertainer, Sam. He is very experienced (many years with Diamond Resorts) and will provide a great selection of entertainment and walks.

**Renovations and improvements:**

Nine lodges received new kitchens and bathrooms and a further 11 are now in progress. Our refurbishment programme has taken a leap forward with the introduction of a soft refurbishment plan which has seen a significant improvement in member comment. All of the new beds have been installed along with the new linens. Tropitone patio furniture is now in place on the lodge patios. There are also chairs and tables for the studios. We have had 5 more air conditioning units installed in the studios. A 5 year electrical testing programme has been completed on the resort and all is well. The grounds team are working hard to keep the resort looking clean and tidy and have done an excellent job. New benches for around the lake have been installed and new signage around the lake is in place. Barbeques have been built at the far side of the resort and a family area will be created there.

**PUEBLO QUINTA**

Keith Elliott

**General Overview**

Royal Oasis Club at Pueblo Quinta (more popularly known as 'la Quinta' by its many regulars) is one of the smaller resorts and comprises of mostly one-bedroom apartments. Constructed in the traditional Andalusian style, and just a couple of minutes' walk from the beach, the apartment blocks are built adjacent to the resort's very private swimming pool, the clubhouse/restaurant, gym and indoor spa pool. Sun-beds and umbrellas are available at all times in the pool area and in the landscaped gardens. The resort is unobtrusively secure with access only via electronically locked gates which are operated by room key-cards. Lifts serve all upper floor levels. Apartments have views across the pool area towards the sea or across Paloma Park and up towards the mountains.

The reception area (which is also the reception for Benal Beach just across the way) is on the edge of the resort, and fronts onto the Avenida Garcia Lorca. The entrance has been made suitable for wheelchair access. The reception is bright, airy and comfortable. It offers wi-fi access and personal access to the most pleasant and helpful bunch of people you could possibly want for. Beyond doing everything they can to help you settle in, they have vast knowledge of the very many and varied activities available along this part of the Costa del Sol – and beyond for those who want to explore further by hire car or bus.

**Improvements and Renovations**

Refurbishment of the apartments continues to progress at a steady pace and the new, modern, chic style has been applauded by many happy holiday-makers. Quality furnishings and television, audio and video equipment completes the attention to detail for the perfect holiday accommodation.

The gardens are in excellent shape after a recent thorough purging of overgrowth and add to the quiet beauty of the resort. And the similarly recent change of proprietorship at the helm of the restaurant has led to an improvement in quality and variety at the table – at very competitive prices.

The new indoor spa pool in the gym complex has proved to be a success with visitors. And the gym, while inescapably on the small side, is efficiently run and maintained and is currently trialling extended evening opening hours.

**ROYAL REGENCY**

Stephane Torcheux

**General Overview:**

During the last 12 months, we have made improvements at Royal Regency by enhancing the general comfort. New initiatives have taken place such as the organization of two art exhibitions in support of local artists and the creation of a vertical garden.

**Renovation and Improvements:**

We have installed iPod docking stations in all lounges as well as in the main bedrooms. The replacement of the old canopies at the entrance of the resort has had a positive impact on our owners, members and guests.

Generally speaking, all the team members have worked very hard to increase the average score for this resort by 4.9%. We are currently preparing the refurbishment of 3 apartments as well as new activities for our guests such as wine tasting.

Royal Regency is ideally located to discover all the great attractions of Paris but also for a direct trip to Disneyland. The resort offers spacious and comfortable accommodations. While Royal Regency is situated in a very safe residential area, the centre of Paris is easily and quickly accessible by a direct metro or even by bus.

## **ROYAL SUNSET BEACH CLUB**

**RCI Gold Crown | II Premier**

Tony Pearce

### **General Overview:**

Anne Bennett and her staff continue to do a fantastic job ensuring that RSBC is still one of the top rated resorts in the DRI collection. During 2012 RSBC again received the prestigious Gold Crown award and in February RSBC was awarded the Interval International Premier award. We had a change in the entertainment staff during the year and this has been a great success and the comments from guests are a testament to this.

The "Use it or lose it" policy that was implemented to stop the practice of sun beds being reserved before pool opening hours seems to be working with more guests appreciating that they should only reserve sun beds that they are going to use.

### **Renovation and Improvements:**

During 2012 we have fully refurbished the gym which now looks much fresher. Included in the refurbishment we have also replaced most of the gym equipment so the gym is now a very well equipped place to exercise.

The green pull down screens that were around the kitchen by the pool bar have now been replaced with windows that make it look much better and have improved the general pool area.

Most of the wooden balconies and handrails have been replaced with aluminium which has improved the look as well as being much easier to maintain in the future. Many of the old wooden doors near to reception have been replaced with aluminium doors.

New childproof security locks have been fitted on all terrace doors.

The communal areas and corridors have been painted so they look very smart.

One of the pool pumps has been replaced so the temperature is steady and not prone to going cold.

WiFi coverage is now available in all apartments as well as in the reception area. We are currently in the process of installing a 10mb ADSL line which should greatly improve the connection.

iPod docking stations are now placed in both the lounges and the bedrooms. The larger unit also charges both iPhones and iPads and includes a very good FM radio.

This year RSBC along with many resorts have introduced an ecological garden where local fruit and herbs are grown.

Another new innovation is the facility to hire bicycles on the resort. Bicycles are available for adults and children.

## **ROYAL TENERIFE COUNTRY CLUB**

**RCI Silver Crown | II Premier**

Joyce Pike

### **General Overview:**

In 2012 RTCC retained all previous awards except for the disappointing loss of the RCI Gold Crown. This occurred after a temporary dip in normally high scores following extensive renovations. All staff are fully committed to regaining it in 2013.

Despite some units being out of action for refurbishment, occupancy levels remained high, peaking in early November at 98%. The smart new sun loungers and parasols add a touch of elegance to the spacious terraces surrounding the large and attractive 2 pool (one heated) complex. Young children have their own shallow pool and play area.

In 2012 local festivals and Halloween were celebrated as usual but (no doubt inspired by the London Olympics) the "DRI Games" were the highlight of the summer. Many medals were awarded and very positive feedback received.

The long term future of the Cafe Med remains uncertain and is currently run by temporary staff. The Pool Bar though managed to gain some very positive comments towards the end of the year which will hopefully continue in 2013. The maids have been learning English and will no doubt want to practice on members!

### **Renovation and Improvements:**

Complete refurbishment was carried out on 4 apartments and Tropitone terrace furniture is now installed in all 77 accommodations. Grass terraces are being phased out in favour of attractive stone paving which should reduce damp and deter insects. Installation targets for aluminium doors/windows and damp proofing roofs were met but heavy rains impeded progress on walkway painting. The switchboard has been improved and CCTV installed for entrances, reception area and gym. Solar energy now heats the new children's pool which has a non slip surface for additional safety. Wi-Fi access is now available in all apartments.

Ideally situated close to the airport, this tranquil resort on the Golf del Sur has lovely views of the ocean, golf course and mount Teide. All apartments are very comfortable and equipped to a high standard. There is a relaxing Spa and a gym (which now boasts a new treadmill). Available on site is a shop and car hire which is not essential but brings lunar landscapes, whale watching and theme parks within reach. Go-carting (suitable even for young children) is close by.



The lively resorts of Los Cristianos and Playa de Las Americas are 45 minutes away on public transport. Shops, bars, restaurants and an award winning ice cream parlour are within walking distance at San Blas.

## **SAHARA SUNSET**

**RCI Gold Crown | II Select**

**Tony Cook**

### **General Overview:**

There are always winners and losers over the exchange rate (euro v. sterling) and this year I'm refraining from mentioning inflationary rises. The club remains in a sound financial position. The committee is keen to support improvements for the resort and the following potential proposals have been under discussion. The unused indoor squash courts can potentially be re-assigned and there may be other options for usage rather than a current storage role. I am pleased to report the workmanship to install TV flat screens in the bedrooms has proved a professional neat and tidy job and they are proving a resounding success. Wifi access remains a standing agenda item and any opportunity to improve and extend it throughout the resort will continue to be explored. The central pool platform and mermaid feature, which had been closed for a considerable time, have now been removed. The new mattresses and bedding are of an extremely high quality and have made a big difference to the quality of the apartments. The committee agreed to put in a new 'Monsiege' touch screen system for all guests to use. This can be used to help check flight times, print boarding passes, book excursions etc. Agreement was reached with the committee when they met with the franchise to limit entertainment at the Casbah to just three outside sessions per week.

### **Renovation and Improvements:**

Nearly one third of the apartments in the resort have now been refurbished and most if not all have nice new flat screen TVs. The area behind the Royal Mirage pool area has a very impressive new children's play area and club. There is also a new DDA compliant ramp. The resort has received a 'green award' and has a new vegetable garden (Manolo's garden). The indoor swimming pool refurbishment has been completed with new heaters for the cooler seasons and new changing rooms.

There are still very good reasons to be pleased with the improving standards of facilities that are available at the popular Sahara Sunset.

## **SANTA BARBARA**

**RCI Gold Crown | II Premier**

**Elizabeth Spencer**

### **General Overview:**

This has been a very successful year for SBGOC as the customer satisfaction surveys show continuing improvement in all areas. At the end of the year the occupancy rate was 94%. Feedback from guests has been very positive with many commenting on the warm and courteous service from all members of staff. This echoes the example set by the Manager, Javier Baquero and his deputy Rosario Seabra.

The provision of pool towels for all has increased the volume of work in the laundry. The improved facilities have ensured that this is not a problem to Housekeeping. The staff continue to enjoy the English lessons and it is pleasing to hear staff trying out their new skills. This department runs smoothly and efficiently.

The attractive appearance of the grounds continues to be commented on by guests. They are designed to be low - maintenance and reflect the vegetation of the island. A small vegetable garden has been planted.

Every effort continues to be made to ensure that paintwork looks fresh and that the site is spotless.

The reception staff greet many by name and offer a warm welcome to all. During the high season a separate check-in, adjacent to the main desk, was created for children. This was well received. Improvements to the reception desks have enhanced the reception experience. The Concierge Desk is able to advise guests and welcomes feedback on recommended trips. The bell boys' new quiet trucks are appreciated by all.

What better place is there in the Canary Islands to enjoy a drink than the Ocean Breeze Terrace at SBGOC? This refurbishment has been a success story in 2012. The 'W' Pub and Games Room are warm and welcoming. The Pool Bar and the Restaurant are well patronised and provide excellent value for money. The DRI Games in August were well supported and added much fun to the guest experience. The entertainment team provide a strong programme for all ages.

Bikes are now available for hire.

### **Renovation and Improvements:**

All 279 units now have air-conditioning. The Committee are delighted that this long term project is now complete. The apartment refurbishment programme continues with work on a further nine. The supermarket has been enlarged and is much improved. Phase 2 of the Ocean Lounge refurbishment is finished, greatly improving the use of this large space. New machines have been installed in the Gym and the small pool is to be altered to provide a Jacuzzi and better children's pool. New ramps and walkways have made DDA access across the resort much easier. Wi-Fi access is now available in all apartments.

For a lovely holiday, try SBGOC.

Sue Barnett

**General Overview:**

Some of you may not be aware, but we write our Resort reports in January, the beginning of the financial year. I am writing this looking out onto a snowy landscape and what can give me more pleasure than to reflect and summarise the last 12 months and look forward to the following 12 months at Sunset Bay.

It has been a busy 12 months and when we were setting our goals for 2012, we knew they were ambitious, so to be able to report that we have achieved them and delivered on time, is a wonderful achievement. This has been down to the management and hard work of the Sunset Bay team, led by Mariana Ataide.

One of the key performance indicators is from all our feedback and it is pleasing to report that the overall resort recommendation rating has increased by a further 2% from this time last year, giving us an excellent performance rating of 90%. These figures are from the surveys completed by ourselves after our stay and I cannot stress the importance of completing these to enable us to review and set our goals for the following periods.

Once again, we have been awarded the Tripadvisor excellence certificate. Travellers have recommended our resort and services throughout the year and the score of 4 points (out of 5) which represents an outstanding achievement. Only the best get a Certificate of Excellence, so we are really proud of this recognition.

We have gained re-accreditation for the DNV certificate and the government EMAS/ISO 14001 Certification. The audit was intensive and thanks to the Alicia Rodriguez and all the team for making this happen.

Entertainment in the Square is still proving to be popular and the nights are well attended.

**Renovation and Improvements:**

After the successful completion of the refurbishment of the bottom pool, work started in October 2012 on the top pool. The pool area has been landscaped and provides more room for sun beds with the added delight of a Jacuzzi, and there is still room for the animation team to entertain.

Ipod/Iphone and Ipad stands have been installed in all apartments and feedback is good.

Not forgetting our younger members, the Creature Club has now been refurbished. New wooden flooring has been installed and the walls and furniture have been painted....it looks amazing.

The WIFI system has been successfully installed in all apartments and also in the reception area and as an extra facility there is a computer kiosk in the library and also a printer.

I am sure 2013 will be as busy and I look forward to a successful year. I would like to take the opportunity of reminding everyone how important your feedback is to us and would ask that you continue to complete the surveys on your return home.

And finally, I would like to extend a big thank you to Mariana Ataide and her team at Sunset Bay on behalf of the Sunset Bay Committee.

**SUNSET HARBOUR CLUB**

Sharon Edens

**General Overview**

Sunset Harbour has enjoyed another good year with occupancy YTD at 91%. The scores on the doors remain high, maintaining achievement in both Diamond and RCI benchmarks.

In March Sunset Harbour gained the prestigious TATOC accreditation and resort now flies the flag high and proud.

The committee have hosted a breakfast 'meet the committee' event which was attended by guests on resort and we were able to answer many of their questions and take their comments to the committee table.

The housekeeping department continues to work very well, maintaining a stable key workforce enables them to continue to produce a high quality of work which is reflected in the scores.

In an effort to improve communication, the housekeeping team are attending a basic English course.

The reception team at Sunset Harbour never fail to impress all members. They remain courteous and helpful even when the area is full to the brim. First impressions count and they certainly give a very good first impression.

Food and Beverage have seen a major change this year; 44 Regent Street has new operators since Caz and Anne returned to the UK. Michelle and Mark, who have been integral in the operations in Los Amigos Beach Club for some years have taken over the franchise. The Clubhouse has been born, offering good food, good entertainment and friendly staff to compliment the excellent services provided by Poli's Pool Bar and Manolo's Spanish Bar. The Colonial Bar at the front of resort has also re-opened and is enjoying a good footfall of customers both from off resort and the public. The Clubhouse are working closely with the team and now offer a 'takeaway' service to guests so they can enjoy the restaurants fare in their rooms or down on the beach.

We have a new entertainer on resort Laura Diaz has joined the team and is keeping the small guests and the adults entertained with varied activities from aquarobics to boule, pool to quizzes and even organising bowling competitions with other local resorts.

The main summer events focused on the DRI Games and all the staff were involved in the opening and closing ceremonies on resort and enjoyed by many of the guests.

**Renovation and Improvements:**

CCTV has been installed throughout the resort which is monitored 24 hours a day. The bottom pool is now heated and Wi-Fi access is now available in all apartments.

Sunset Harbour remains the destination of choice of many owners. It is a very popular resort as it is central to all the amenities in the area including beaches, nightlife and shopping. Its popularity is reflected in the difficulty in obtaining occupation throughout the year. But for those who do, it provides an excellent holiday experience and caters for both young and more mature alike.

**SUNSET VIEW CLUB****RCI Silver Crown**

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**Olly Turner****General Overview:**

Sunset View was awarded RCI Gold but opted to retain its RCI Silver Crown for customer satisfaction. The resort has also retained its Environmental Certificate, EMAS III and ISO 1401. These awards prove that the consistent and dedicated hard work of all staff is being recognised by the tourism industry and all guests who visit this small resort. The staff here take pride in customer satisfaction and a willingness to ensure all guests receive the highest possible level of service. All staff are now benefiting from specialist training in the tourist environment and recently several of the staff have attended English lessons to enhance their understanding of guest comments and requests. This will ensure the high standards found at Sunset View will continue for many years. On 15 Oct 2012 the restaurant on site unfortunately closed due to a lack of customers, however there is a multitude of good restaurants within easy walking distance of the resort. There is no entertainment program on the resort.

**Renovation and Improvements:**

The replacement of aluminium doors and windows has continued. All apartments now have televisions in the bedrooms and IPOD stands have been installed in the lounge area. All patios now benefit from the 'Tropitone' furniture and additional sun beds are in place around the pool area. The public toilets have been refurbished and fitted with aluminium doors and light sensors. New tiles have enhanced the pathway from the roadway to reception and the bottom entrance to the pool. The programme to replace all stairs and landings with new tiles is continuing with the assistance of the local community. In 2013 the partial refurbishment programme will continue and further improve the availability of high quality accommodation. Wi-Fi access is now available in all apartments. Herb and vegetable gardens have now been cultivated and have added to the general improvements in the garden areas.

Sunset View continues to receive a large number of repeat visitors due to the standard of accommodation and the friendliness of all staff. It is ideally suited for sightseeing, whether using a car or taking advantage of the excellent local bus service, which passes within a short walking distance from the resort, or by using the new cycle hire facility on site. Losing the restaurant facility on site was disappointing; however facilities for eating nearby are plentiful and highly recommended by all who visit. With our heated swimming pool we are indeed an ideal winter or summer holiday destination and the comments and recommendations of our guests have been acknowledged with a well deserved Certificate of Excellence by Trip Advisor for 2012.

**THURNHAM HALL****RCI Gold Crown | II Premier**

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**Roger Hailwood****General Overview:**

Having collected the Sword of Honour for the resort at the end of 2011, Lorna and her hard working staff have continued to maintain the high standards of service for guests throughout 2012. The occupancy for the resort throughout the year has been an improvement even on the previous year's high figures. The restaurant continues to be very popular due to the excellent menus at very reasonable prices. The staff of the resort have provided imaginative activities, with excursions, live entertainment, activities for children and of course Diamond Jubilee and Olympic Games celebrations in various forms. After an inspection, the resort gained TATOC Accreditation, a recognised, independent, consumer based, "kite mark" of quality; adding to the accreditations of RCI and II.

**Renovations and Improvements:**

In the past low water pressure in the Hall has caused some concerns, but the replacement of old pipe work now ensures that all guests will be provided with the standard of supply they desire. The purchase of new equipment for the gym has been brought forward as some items had become unserviceable. Unit 21 Bowland View, part of the Thurnham Owners Club, has been converted to an Accessible DDA accommodation replacing one of the two in Tarnbrook, which returns to being a two bed elite unit.

All of the rooms have now been fitted with the new larger Serta beds, enhanced by the new Diamond bed linen. In an attempt to control energy costs a lighting survey has been undertaken to see where savings can be made. The grounds maintenance team has worked hard to enhance the existing garden features and has worked on creating trails around the site incorporating the under used woodland adjacent to the site where footpaths have been rejuvenated. The customer

360 system was put into operation, so that where information was available, balloons, banners and cards could be placed in apartments to celebrate various types of anniversary. With the first aid training that staff have undertaken this year together with the new defibrillation equipment, guests can rest assured that they will be in capable hands in an emergency.

Thurnham Hall continues to offer a restful environment away from the cares of every day life in its tranquil countryside setting. However it is not far from the impressive grandeur of the Forest of Bowland for the energetic, it is close to many historic sites, a varied coastline is within easy reach and for those who require retail therapy there are a variety of opportunities in Lancaster and surrounding towns.

## **VILAR DO GOLF**

**II Select**

Ana Simoes

### **General Overview:**

The resort has continued to be very popular, with high occupancy especially from April to October. Highly motivated staff contribute to maintain and improve the resort's excellent standards.

The first Members Club Event took place in April was a success, and will be repeated in 2013.

The resort has also renovated its Environmental Certificate, ISO 14001. This achievement is the result of dedication, enthusiasm and exceptional service provided by a proud team.

The resort is now officially equipped with a defibrillator device. Twelve members of staff have benefited of a medical training to be able to operate the defibrillator, becoming Official and Licensed DAE Operators. This will ensure an efficient response in case of any need.

Our grounds maintenance have been undertaken by a specialized external grounds company who is responsible for maintaining and improving the quality of the resort grounds.

This summer entertainment was extremely good due to the success of the DRI Games. Our entertainer does wonderful Quinta bike tours, nature walks, yoga, aerobics & aqua-gym classes; we continue to organise tours, which are very popular, namely the Cliff Richard Vineyard.

The children's club has been totally refurbished, and it's placed at the pool entrance, creating a better environment and area for kid's entertainment and fun.

A new restaurant franchisee took over in June. During the year they have made several improvements, decoration and updating the main restaurant area, pool bar area; creating a new atmosphere and welcoming layout, improving menus and service for our guests.

There are regular special evening dinners and some evening entertainment including live music, karaoke and Fado nights.

### **Renovation and Improvements:**

We are very happy to say that we have now 61 new, luxury villas, granting members and guests a wonderful and comfortable holiday in Vilar do Golf.

During 2012 a second bathroom was built in the remaining 38 villas. All two bedroom villas are now two bedroom villas family with two bathrooms.

New electronic safes in villas were installed as well as software system upgrade.

Alarm systems and air conditioning sensors were installed in all 61 villas.

The alarm system is connected to reception, guaranteeing an effective control and action in case of fire or burglary attempt. The air conditioning sensors are installed in the living room and bedroom windows, switching off immediately if any window is opened.

Reception hall air conditioning has been replaced by a new environmentally friendly and more economical equipment.

Having in mind the environmentally friendly resort, when improvements are done this is being considered, such as low consumption or LED bulbs, fabric bags for laundry linen, savings on plastic bag consumption, etc.

The pool building public toilets were fully refurbished.

The indoor pool changing rooms doors were all replaced.

New Tropitone sun beds have been placed in the pool area improving the overall look and comfort for our guests.

Our aromatic garden was redone and improved with new variety of herbs.

Vilar do Golf was created for those who love to relax in a natural environment with all the sport, nature and leisure amenities. Guests may relax in our pool area, enjoy one of our popular excursions, such as Cliff Richard Vineyard or simply enjoy the nature reserve estate reached by bike or on foot. Other facilities on-site include a Spa, gym, saunas, supermarket, snack bar and a restaurant with adjoining bar terrace overlooking a unique view, the 9th fairway. As its name suggests, Vilar do Golf is a golfer's heaven surrounded by the 18-hole championship golf courses situated in the 2,000-acre of Quinta do Lago estate.

The resort is 2.5Km away from the Quinta do Lago beach. There is a free bus service from the resort to the beach.

Vilar do Golf is located in the Natural Protect Area by the UNESCO and it is very special in terms of the preservation of the wildlife.

## WHITE SANDS BEACH CLUB

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Janet Hart

### General Overview:

WSBC is a lovely island resort for sun, sea, walking, exploring, bird watching and tortoise hunting during the spring to autumn period. It is perfect for families in summer – located in a sheltered bay with safe sandy beaches and shallow water and an outdoor pool and bar from which one can gaze at the perfect blue sea and sky across the bay!

The Resort Manager - Begonia Aguirre, is very friendly and has an enthusiastic team, maintaining the resort to a high standard. The resort now ranks very high in the listings – a great improvement of several years ago – thanks to the resort team and the continual drive towards refurbishment and resort improvements. The 2013 focus is on improving the “overall accommodation” scores and the “arrival experience” where the resort is currently just fractionally under Benchmark. The resort, on a hillside leading down to a small sandy beach, is fairly compact and has various sets of steps. Its gardens are small but very attractive and include a play area for young children, table tennis table, outdoor chess etc. The sun loungers are mostly located around the pool area and look fantastic with their tropical umbrellas. All rooms have a balcony or terrace with modern table and chairs.

The restaurant and bar continue to receive excellent comments. This is a focal point of the resort – with views over the sea. There is a lunchtime paella demonstration, special evening dinners and some evening entertainment including musicians, karaoke and quiz nights. A children’s entertainer is available in high season to support the onsite activities. The island nature walks and off site excursions managed by Mike to Mahon and Ciutadella continue to be popular and jeep safaris and catamaran trips are also available.

### Renovation and Improvements:

The refurbishment programme continues with another 6 apartments planned for 2013. Over half of the resort has now been completely refurbished and the rest is maintained to a good standard. All apartments now have air conditioning. WSBC is closed in the December to February period in line with most of the island’s hotels, bars and restaurants. Unfortunately, it is a seasonal island – partly due to flight limitations. Many flights only run from 1 May until 31 October and many restaurants have a season shorter than that.

Menorca is an island well worth visiting - spring and autumn for those who like it quiet and green, summer for families, beaches, sun and more lively bars and restaurants. WSBC is a good place to be.

## WOODFORD BRIDGE COUNTRY CLUB

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RCI Gold Crown | II Select

Dave Hodgetts

### General Overview:

2012 has been a challenging time for the resort management and staff.

Despite the huge volume of rainfall we have had this year, the major building work associated with the leisure centre and the construction of a crazy golf area, the first impression is still of a well run and tidy resort. To add to all this upheaval, the resort suffered major flooding in October, with the water nearly a metre high in the leisure centre and major damage done to the banks of the stream behind the main building.

I am very pleased to report that two of our staff, Leanne Hopkins (Head Receptionist) and Chris Lymath (member of the maintenance team), were nominated for a Chairman's award. This was in recognition of excellent assistance rendered to a guest who suffered a heart arrest and they had to use (for the first time) the recently installed defibrillator. They were awarded the Dennis Walker Award (named after a well respected member of the DRI team in America) and had a “flying” visit to Hawaii to receive it. The guest recovered and was last reported doing well.

### Renovation and improvements:

The most noticeable change to the resort is the new entrance and reception area to the leisure centre. Apart from the swimming pool area, there has been major refurbishment to the building. There is now a modern hair and beauty suite downstairs and an attractive Blakes Bar upstairs, along with new toilets. The pool area has had a make-over, and now has a steam room to add to the existing sauna and whirlpool facilities.

The leisure centre was officially reopened by the Mayor of Holsworthy on the 7<sup>th</sup> May 2012. A very enjoyable day despite the “normal” wet weather.

Flat screen televisions have been installed in all the master suites and I-pod docking stations are now in all bedrooms and lounges.

## WYCHNOR PARK COUNTRY CLUB

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RCI Gold Crown | II Select

Louisa Herrero

### General Overview:

This has been a year of change for Wychnor Park but I am pleased to report that the team have worked hard and maintained a high standard at the resort.

In February we welcomed a new franchise operator - some of you may know them from The Olive Tree in Lichfield. They are very keen to offer our guests a high level of service and menus to suit everyone's requirements. We enjoyed the DRI Games and also celebrated the Diamond Jubilee as well as times of the year such as Easter when great fun was had by all the children visiting the resort.

**Renovations and Improvements:**

Tropitone furniture is now in place and looks so smart on the balconies and patios of each lodge.

Ipod docking stations have been installed in the lounge and bedroom of each lodge.

Electric stove fires were installed in the Reception area and Members Bar and have made a great addition to the rooms, making them really homely and warm.

The log cabin balcony handrails have all been replaced and repainted and look great.

Wychnor Park enjoys a fantastic location in the heart of England with many activities for all. For those adventurous types we have the Peak District on our doorstep and also Tamworth Snowdome. There are shopping centres galore with Derby's Westfield Centre and England's second city Birmingham within an hour. For those looking for a more cultural visit, we have stately homes including Chatsworth and Shugborough and museums such as the National Brewery Centre. Even with all this so close Wychnor sits in seclusion and offers a wonderful retreat for those looking for an escape.

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