



# Welcome

Benvenuti  
Willkommen  
Bienvenido  
Bienvenue

Diamond Resorts International® provides VACATIONS OF A LIFETIME™ to members and guests the world over. A wide selection of amazing destinations offer AFFORDABLE LUXURY and PRICELESS MEMORIES, time and time again. Each vacation is as important to us as it is to you, so it's our goal to give every guest a flawless, relaxing, memorable experience. Because WE LOVE TO SAY YES™, you'll always receive a superior level of personal service and commitment, year after year.

Diamond Resorts International® manages vacation ownership resorts and sells vacation ownership points that provide members and owners with Vacations of a Lifetime™ through 92 managed resorts, 210 affiliated properties and four cruise itineraries.



# Diamond Resorts European Collection Update



- Sarah Hulme



# Finances

## Management Fees

- Average increase of 3.37% for 2014
- What impacted the fees...
  - General inflation
  - Modest salary increases
  - Sterling / Euro exchange rates
    - Slightly higher than budgeted
    - Already purchased approx 70% of Euros needed for this year
  - General cost efficiencies
- Strong belief that the operational budget will suffice for this year

# Fractional Owners Club



Fractional Owners do not vote at the DRECL AGM

Fractional Owners can submit questions to the Board - primarily to the non-Executive Member Directors

Regarding Sales presentations

- Mystery Shopper programme underway
- Additional document added to presentation process for members to reference regarding options to relinquish
- Every complaint is investigated and disciplinary action taken as appropriate, which has led to dismissal

# Additions to the Resort Offering



- ◆ Over the years the resort offering has changed... providing more choice

<b>Resorts and Affiliates</b>	<b>End 2007</b>	<b>2014 (current)</b>
Europe	33	88
North America	61	132
Rest of World (including cruises)	10	93
<b>TOTAL</b>	<b>104</b>	<b>313</b>

# Addition to Europe



- ◆ Palazzo at Soriano
  - ◆ 3 studios
  - ◆ 5 x 1 bed standard
  - ◆ 3 x 1 bed deluxe
  - ◆ 3 x 2 bed
  - ◆ 1 x 1 bed villa



# Addition to Europe

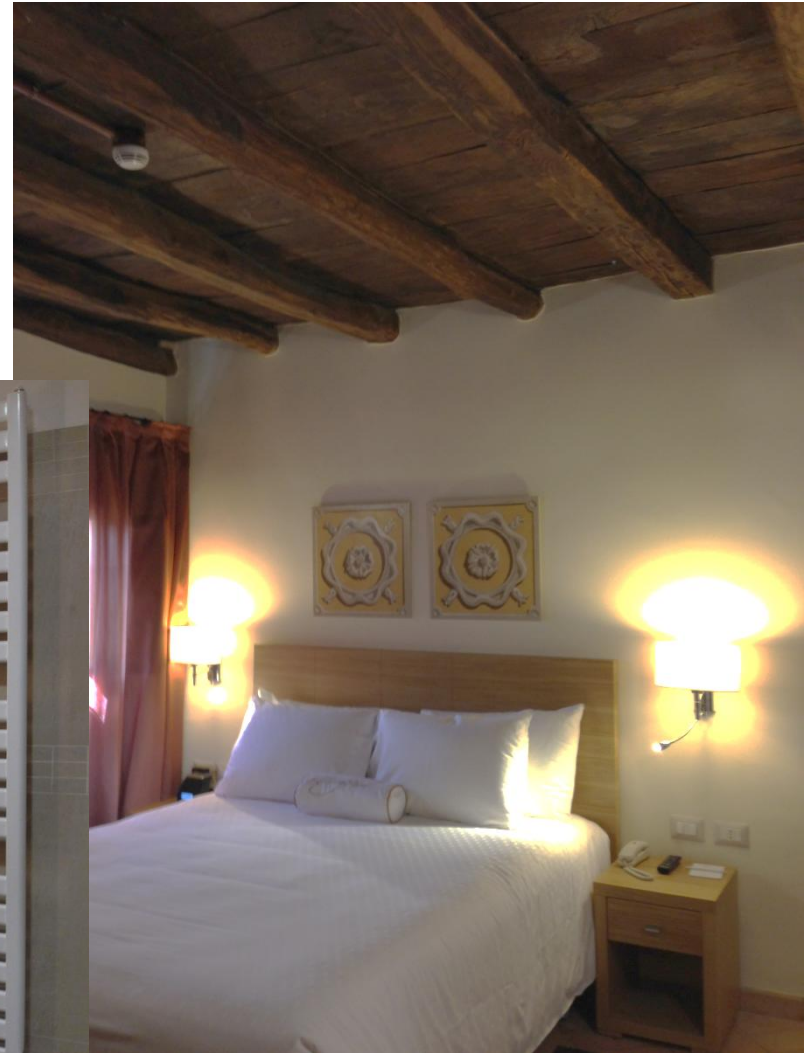
- ◆ Palazzo at Soriano – a unique experience



# Addition to Europe



## ◆ Palazzo at Soriano





# Addition to Europe



## ◆ Palazzo at Soriano



# Updates in Greece

- ◆ Grand Leoniki and Leoniki Resorts , Crete



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# Update to Europe

## ◆ Broome Park Mansion House

- Current lease expires Summer 2015 and Broome Park Owners Club come to an end
- Property reverts to Diamond ownership and management
- It is not part of the Diamond Resorts European Collection Limited
- Some maintenance / repair work that is urgently needed will mean it is closed for some of 2015
- 14 lodges will remain open during this time

# The Broome Park Golf Club Veterans team

