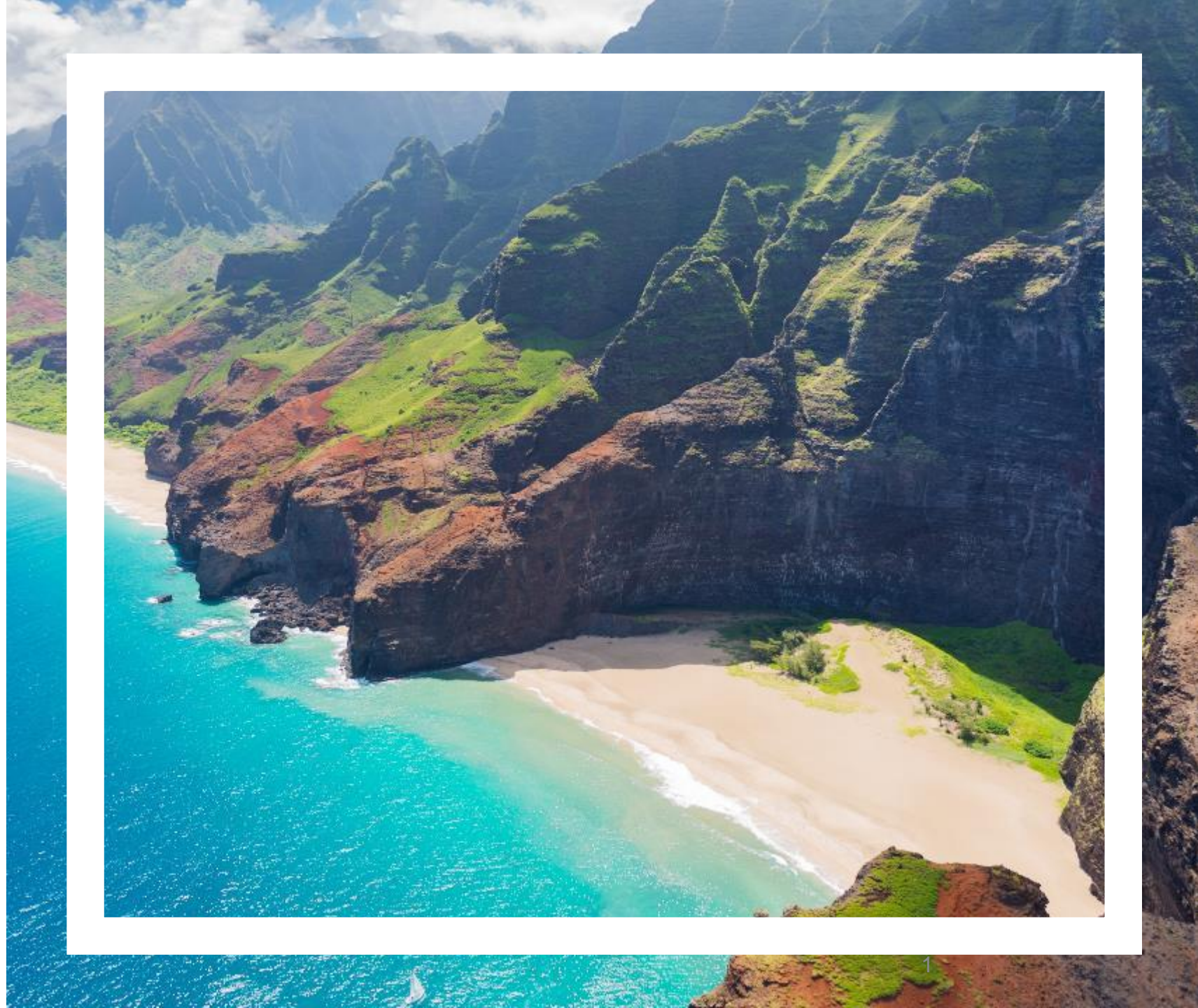


# **DRECL AGM Meeting**

**3<sup>rd</sup> October 2023**



**WELCOME HOME**  
**to the 2023 AGM**

# Scores

Nov 2022-Aug 2023

	Quality of Service	Guest Room Cleanliness	Owner felt appreciated
Cala Blanca	82.6	83.3	77.8
Club del Carmen	90.3	91.2	75.4
Cromer Country Club	90	89.8	71.2
Dunkeld Hilton Grand Vacations Club	91.2	83.6	78.9
Hilton Grand Vacations Club at Craigendarroch Lodges	77.4	77.4	60.5
Hilton Vacations Club at Borgo Alle Vigne	93.8	95	86.7
Jardines del Sol	89.3	92.4	76.4
Le Club Mougins	76.1	77.8	60.5
Los Amigos Beach Club	85.7	88.3	67.6
Palazzo Catalani	82.9	91	78.7
Pine Lake Resort	79.8	77.7	59.7
Royal Oasis Club at Pueblo Quinta	85.4	91.1	71.7
Royal Regency Paris Vincennes	70.6	83.4	55.8
Royal Sunset Beach Club	86.2	90.6	70.5
Royal Tenerife Country Club	87.2	90.3	73.5
Sahara Sunset	85.4	85.3	70.4
Santa Barbara Golf & Ocean Club	83	90	68.5
Sunset Bay Club	85.5	86.2	71.9
Sunset Harbour Club	89.7	89.5	72.6
Sunset View Club	91.2	90.3	75.9
The Alpine Club	71.4	78.2	60.6
The Kenmore Club	83.2	77.4	65.4
Thurnham Hall	87.1	88.6	74
Vilar do Golf	88.4	90.9	80.2
Vllar do Golf - Rentals	80.2	78.5	86.7
White Sands Beach Club	81.6	86.5	70.8
Woodford Bridge Country Club	80.2	74.8	61.2
Wychnor Park Country Club	80.9	83.8	67.6
<b>TOTAL EU</b>	<b>84.4</b>	<b>85.6</b>	<b>69.2</b>

# Accessibility

If you have any requirements, you must contact the call centre prior to arrival on +44 (0)345 359 0009 (Mon-Fri 9-5.30) or send an email to [accessrequirements@hgv.com](mailto:accessrequirements@hgv.com)

Resorts cannot satisfy accessibility requirements upon check in or during stay.

Any room move comes at a cost of €/£40 as for an extra clean.



# Owners & Members Appreciation



A new **global initiative**

Each resort has special offers, discounts and special activities for members & owners

Comforts of Home- just request an item from the list. If we don't have it, we will do our best to provide it as soon as possible

All this is sent to you via Kipsu or soon on pre arrival email



# Digital Resort Information – QR Code



Welcome



Overview



Facilities



Amenities



Services



Go Green



Safety

## Welcome

## Cromer Country Club

Welcome home! Start your journey here. Please review the information about our resort services and amenities by clicking on the links below.

If you have any questions or request services, please call Reception by dialling '0.'

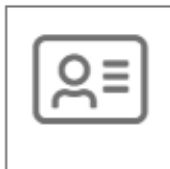
Enjoy your stay.

Sincerely,  
Your Resort Team

## Resort Overview



Maps



Contact Information



Check-in/out



Connectivity



Follow Us

## Resort Facilities



Facilities & Services



Use of Facilities



Pool Towels



Accessibility



Baby Catalogue



Lost & Found



Pets



Smoking Policy

## Amenities



For Your Comfort



Housekeeping Schedule



Accommodation Inventory



Maintenance



Appliances

## Exclusive Services



Newspaper



Bakery



Coffee to Go



Recommended Outings



Activities



Dining

## Responsible Holidays



Go Green



Never Refuse to Reuse



Green Ambassador



Green Events



We Are Water



Let's Make a Deal



Recycling



Sustainable Travel



Sustainable Garden



Certifications

## Keeping Safe



Accidents



Accommodation



Children



Disturbance



Electric Scooters & Bicycles



Electricity



Emergency Number



# Getting in touch with you

## PRE ARRIVAL EMAILS

**New design coming soon**

Content:

- Reservation details
- Amenities
- Special requests
- Sustainability information
- Important details about the resort



**We Look Forward To Seeing You**

# Keeping in touch

## KIPSU

- Interact directly with the resort team via SMS or WhatsApp
- Easy to use – just answer YES to the Welcome message
- No need to download any App
- Let us know how we are doing by responding to our mid-stay message
- With Kipsu, you can:
  - Be advised when your room is ready
  - Receive relevant information during your stay
  - Let us know if you need anything or if something is missing
  - Use it for your discounts in the resort



**WhatsApp**

# Other services

Increase in room moves from €/**£35** to €/**£40**

Additional set of towels, charging €/**£2** now to €/**£4**

Pool towels €/**£2** per day or €/**£8** per week

We have increased from 1 to 4 accommodations in Woodford Bridge for members with dogs

For 2024- all bedrooms will have USB and USB-C sockets for your phones in addition to the current ones already installed in living rooms

# Financials

Recruitment is more difficult

Costs of living impacting all areas of operations

Staffing costs- minimum wages UK 9.7%, union increase in Spain 4%, 3 salary increases in France in 2023

Utility costs have become more stable. There will be no electricity charges in the Kenmore Club in 2024

# Activities with Owners & Members

Thank you for joining and participating in our onsite and off-site activities 😊



Clean-up Days



Glass Jewellery workshop



Water sports

# Coming soon...join us for recycled decoration workshops



# ESG Highlights 2022

Received World Responsible Tourism **SILVER AWARD** for Water Conservation from World Responsible Tourism

87% of resorts powered with **100%** certified **renewable electricity**

**Photovoltaic & Solar** panels installation in 3 additional resorts

All EU managed by HGV portfolio completed **ISO14001 recertification**

Raised **€36.888,09** for **WAW**, almost 40% from donations were from check-in/out

Reduced **single use plastics by 72%** saving **455 tons** since 2017 (baseline year)

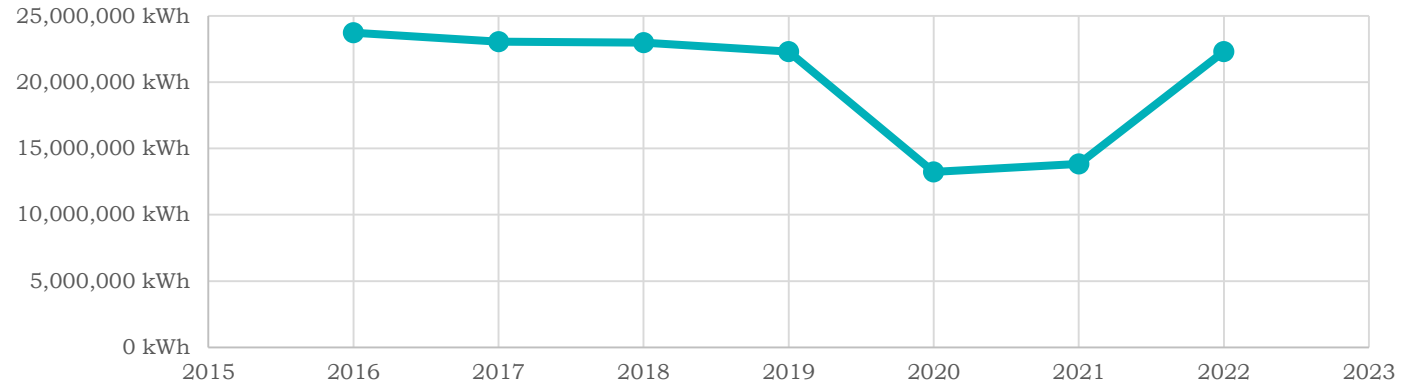
All Spanish resorts received **energy certifications** as per updated legislation

# Environmental Indicators

Reduced  
**ENERGY**  
consumption by

**1.95%**

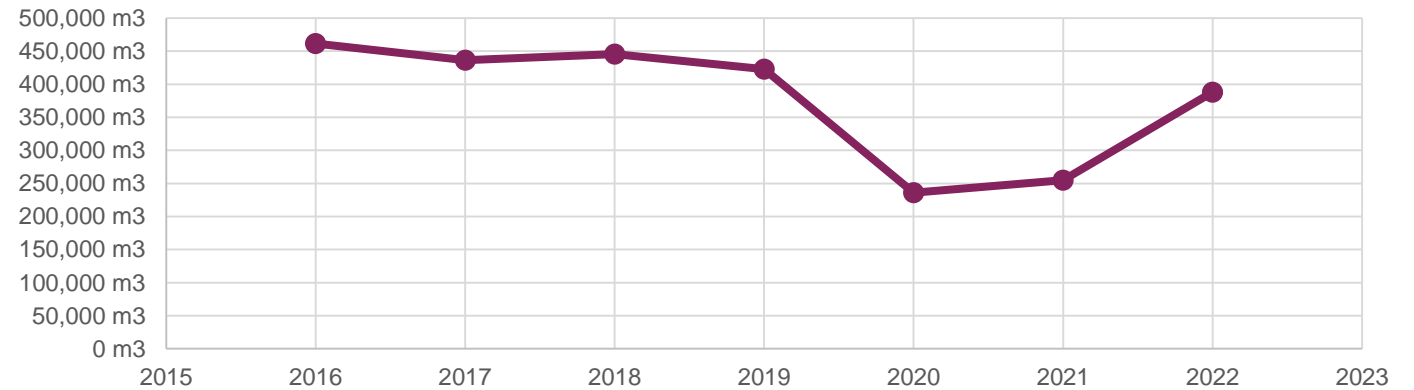
Since 2016



Reduced  
**WATER**  
consumption by

**0.92%**

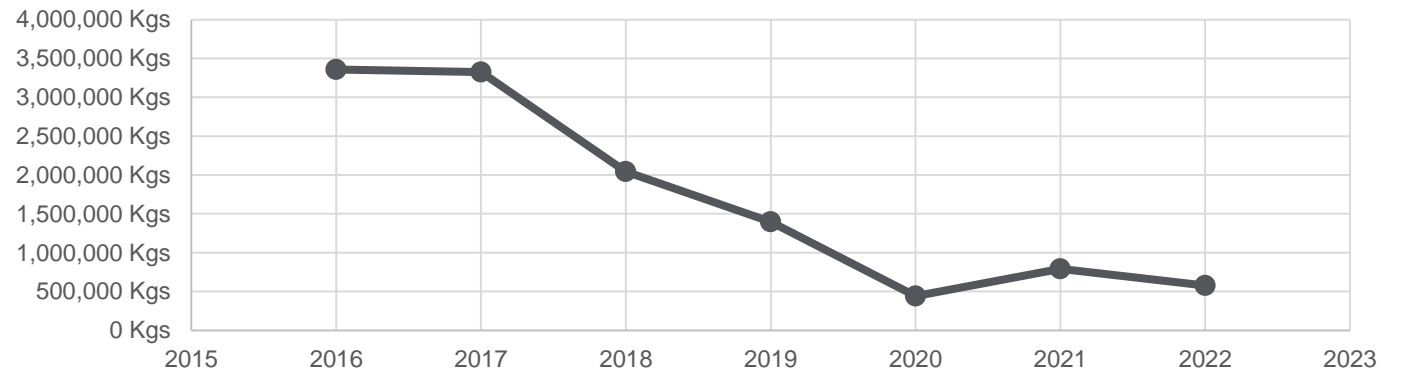
Since 2016



Reduced  
**WASTE TO  
LANDFILL** by

**23.71%**

Since 2016





# Environmental Features

96%

Accommodation lights throughout European resorts are LED  
-2% vs 2021

92%

Common areas lights are LED  
- 2% vs 2021

81%

Accommodations in twenty-one resorts have double glazing  
+9% vs 201

11

Resorts have pool covers and **12** have Jacuzzi covers to increase efficiency in pool heating  
+2 and +2 vs 2021

6

Resorts have solar panels to heat water in accommodations or pools  
=

5

Resorts with photovoltaic panels to produce electricity.  
+3 vs 2021

91%

Dishwashers & Fridges in accommodations are efficient  
(89% dishwashers / 93% fridges)

87%

Toilets throughout European resorts have dual flush  
+1% vs 2021

80%

Low flow showers and **84%** have mixer taps with flow reducers  
+1% & -1% vs 2021

10

Resorts have autochthonous plants to avoid excess watering  
+2 vs 2021

16

Drip irrigation for gardens and common areas in 16 resorts  
=

63%

Kitchens in resorts have recycling bins with proper signage  
=

100%

All resorts have designated recycling compounds with proper signage for glass, paper, plastics and general waste



Sustainable  
Travel

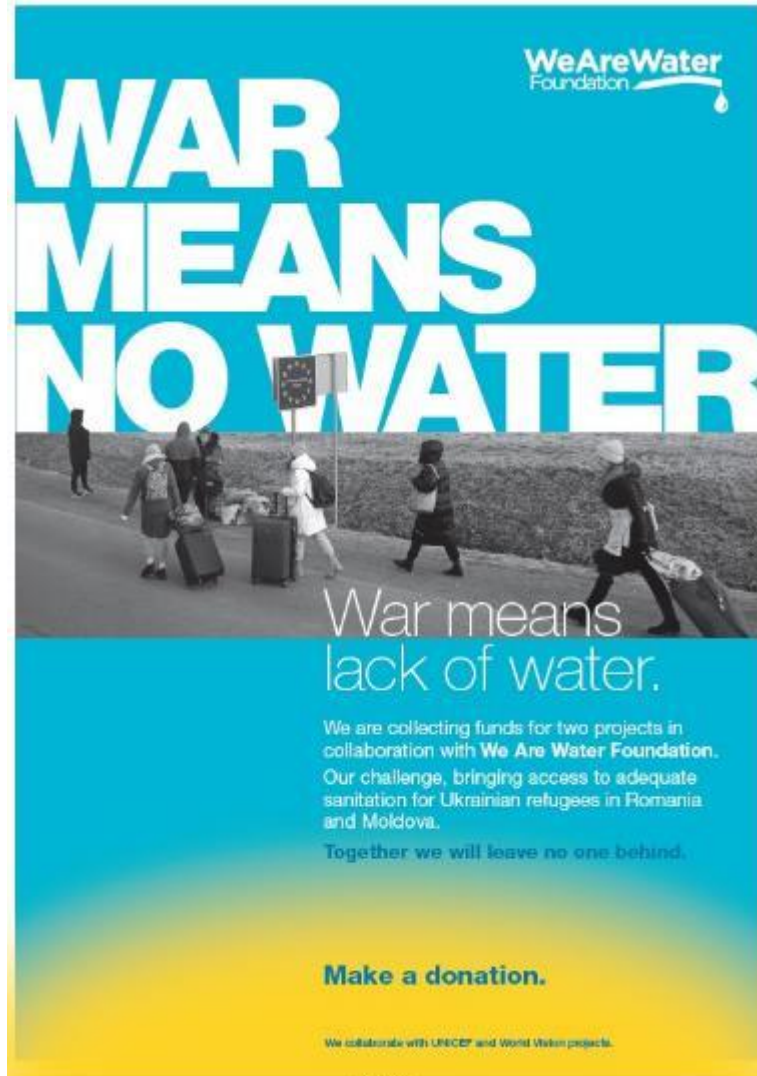
## Sustainable Travel

**This property encourages sustainable travel practices. Here are some ways you can help us support this important initiative:**

- Turn off lights and TVs upon leaving your Suite.
- Turn off the faucet while brushing your teeth or shaving.
- Adjust the thermostat before leaving your Suite to conserve heat or air conditioning.
- Hang up towels to dry and reuse.
- Avoid long showers.
- Keep doors and windows closed when heat or air conditioning is on.
- Use refillable bottles when possible and avoid single-use plastic.

Thank you for traveling sustainably with us. For more eco-friendly travel ideas, visit the Global Sustainable Tourism Council website at [gstcouncil.org](https://www.gstcouncil.org).

# Thank You For Your Continued Support



Thank you to everyone who has participated in and donated to all activities and many other events and occasions to help raise awareness!

In 2022 we have raised over **€36,800** and benefited more than **12,000 families** and over **10,000 children**



# The Experience In Morocco



In total, the project in Morocco has benefited **20 schools** where **100 latrines** were installed and refurbished and there were more than **12,000 beneficiaries**

# WAW New Bottle with QR code to learn about the projects we have supported since 2019

**WeAreWater**  
Foundation

**WELCOME!**

**Thank you!**

By buying this bottle you're helping us to reduce single-use plastic and also raise funds for projects in countries where water is badly needed.

**THE POWER OF WATER**

**WeAreWater**  
Foundation

**THE POWER OF WATER**

# New Projects

## INDIA

To improve sanitation facilities and practices among the 50 Irular households



## TANZANIA

Construction of a water system in Kwedizinga village



# **RESORT IMPROVEMENTS**

# Club Cala Blanca



Works on insulating and renewing terraces have been completed

23 kitchens

Soft refurb in several apartments

24 new A/C

Removed shutters on duplexes

All terraces now have new furniture



# Club Del Carmen



- All new beds completed
- Refurbishment of 8 accommodations starts in October
- New key card locks end year
- Waterproofing of roofs
- Photovoltaic panels with great result of around 35% savings

# Jardines Del Sol



24 bathroom refurb will be completed this year  
Replacement of 24 wooden pergolas on terraces  
Pool pumps room  
New video for entrance gates

# Royal Sunset Beach Club



Swimming pool and the adjacent area have been completed  
Gym improvements

# Royal Tenerife Country Club



Completed replacement of all beds  
4 accommodations refurbishment started in September  
Solar panels installed by community for communal areas

# Santa Barbara Golf & Ocean Club



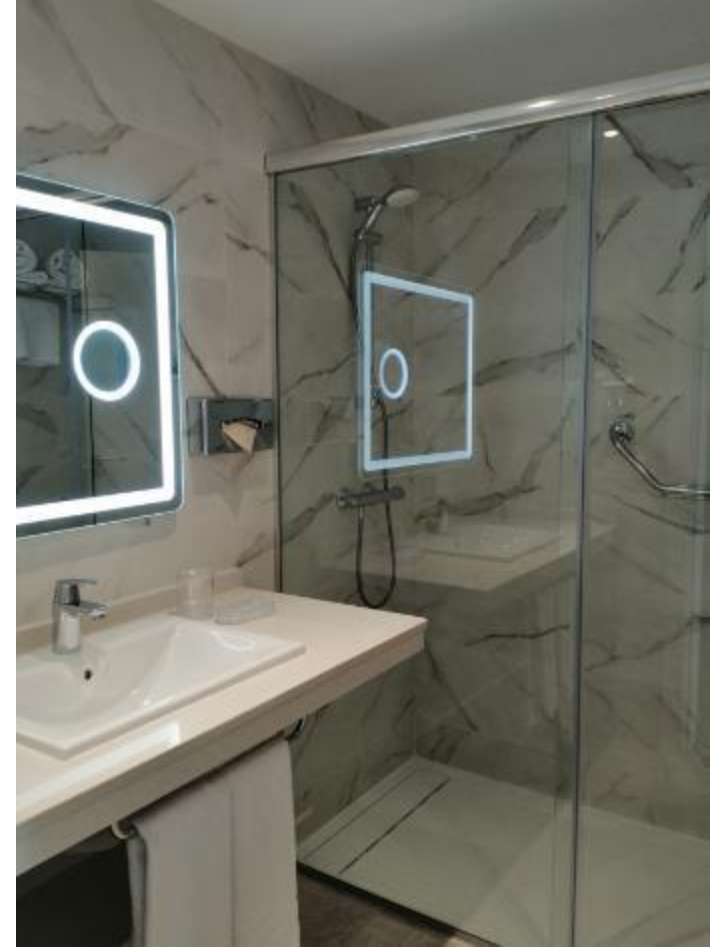
New reception completed  
16 accommodations refurbished  
Photovoltaic panels producing savings

# Sunset Bay Club



12 accommodations have been fully refurbished  
Work started on garage, to be continued

# Sunset Harbour Club



Roof tiles to be replaced in some blocks  
3 apartments with a new design to be refurbished by the end of the year

# Sunset View Club



7 bath tubs replaced with showers  
All beds have been replaced





# Royal Regency



The facade of the building is being renovated (until April 2024)  
Works on refurbishing reception started in September

# Vilar Do Golf



21 fully refurbished villas  
Staff canteen has been renewed  
Play tower at Reception

# Royal Oasis Club at Pueblo Quinta



38 Photovoltaic panels installed on the restaurant terrace  
Miniclub has been refurbished  
Maintenance area refurbished  
New design for apartments  
Refurbishment of spa area

# Los Amigos Beach Club



10 apartments have been refurbished  
Staff canteen and workshops refurbished  
Renovation of reception area  
Continue with replacement of entrance doors  
Electric car charging station and parking bays

# Sahara Sunset Club



- Reception refurbishment completed
- 6 apartments to be refurbished this year
- Renewal of staff canteen
- Redesign of the fountain area and garden
- New colour paint for the resort
- Photovoltaic panels for Royal Garden

# White Sands Beach Club



11 new aluminium shutters

# Cromer Country Club



6 accommodations have been refurbished

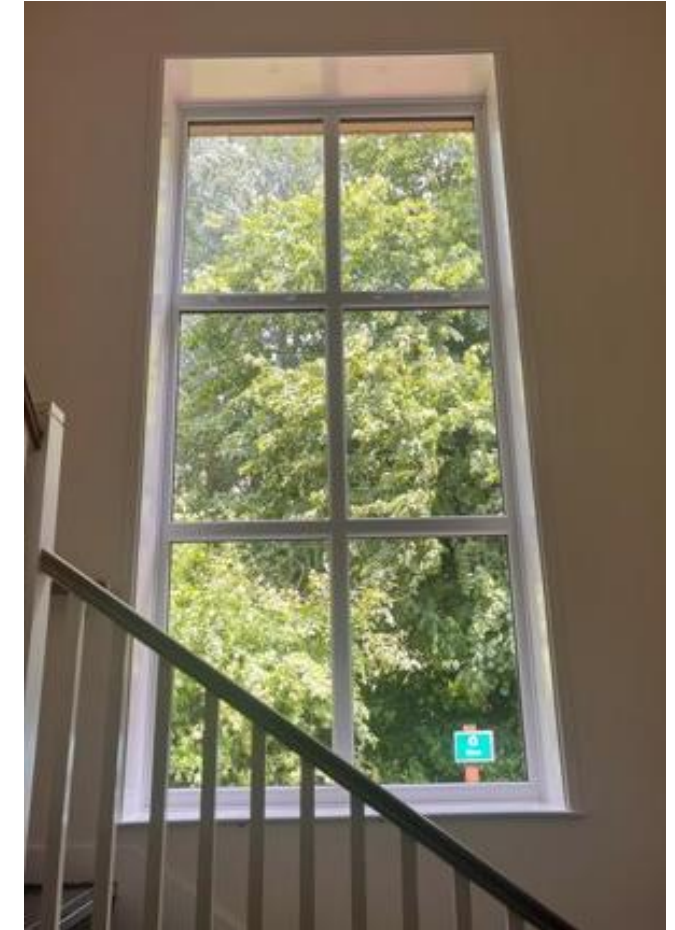
# Pine Lake Resort



5 studios refurbishment  
Replacement of 11 patio doors  
Structure repair to 17 lodges



# Thurnham Hall



Refurbishment of 12 Bathrooms – one of them within accessible accommodation for a “wet room”  
Replacement of windows in 10 accommodations  
Refurbishment of playground

# The Kenmore Club



Soft refurbishment in 7 accommodations  
Replacement of windows and patio doors  
Exterior painting

# Woodford Bridge Country Club



Insulation and thatched roof in the main building  
Replacement of windows in club suites

# Wychnor Park Country Club



6 soft refurb to start in Q4  
6 log cabins roof and insulation  
Improvements for housekeeping department

**THANK YOU**