

2018 EU Resort Improvements and Update

October 2018

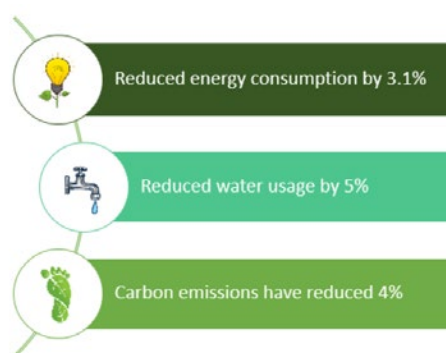
Dear Member,

We hope you enjoyed your holidays this year with us. Our managers and teams are dedicated to your comfort and wellbeing, always willing to assist and provide you with the best experience even when occupancy is at its highest.

Please do contact us prior to your arrival to let us know of your expected arrival and any special requests. It is easiest via 'My Requests' on the Diamond Resorts app (just like texting!)

The exciting news for you. All in-room safes will be free of charge for members to use from 1st January 2019.

We have been informing you about our sustainability efforts for the last few years. It is becoming part of our company footprint. We all create a carbon footprint in our everyday lives and can reduce it with more awareness of the environment around us. Thank you to those who travel with this in mind. By not replacing towels every other day and not changing sheets during the week, you not only help the environment but this also helps to reduce resort operating costs which are reflected in your management charges.



Our resorts continue to renew ISO14001:2015 certification, the environmental management systems standard, and record all actions and initiatives we take within resorts to minimise pollution, chemicals and waste.

Since 2015 European resorts have reduced waste, carbon emissions, electricity and water use, installed LED lights which will further support reducing electricity usage.

Don't forget to take advantage of our sustainable 'green gardens', where you will be able to help yourself to a variety of organic edible treats such as herbs, fruit and vegetables.

We will soon be starting to introduce a new ergonomic cleaning system, which reduces the physical burden for our housekeeping teams, reduces the amount of chemicals required (although only environmentally friendly products are used) and allows for a better quality of cleaning.

One of our initiatives that will have a positive environmental impact is the installation of filtered water systems in the kitchens at a number of resorts, providing drinkable water straight from the tap! Our main goal is to reduce single-use plastic in resorts by 50% by the end of 2019.

You will now be welcomed with pleasant background music in receptions at most resorts — we hope you like our choice of music!

Regards,

The Europe Resorts Management Team

Europe Resort Operations

OUR TEAMS

Meet our New Team Members:



LUCY TALBOT-CLEGG
Regional Director for UK and Ireland



RUTH THOMAS
HOA European Manager

New Resort Managers:



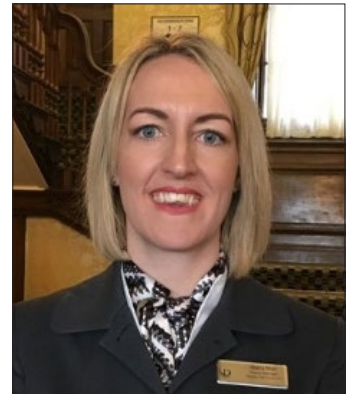
PATRICIA O'CONNELL
Thurnham Hall



LAURA GILLESPIE
Royal Sunset Beach Club



HEIMO ROYER
Alpine Club



MARIA MAIR
Wychnor Park



DANIEL RODRIGUEZ
Club Cala Blanca



RICARDO ARENCIBIA
Jardines del Sol



VICTOR GIL
Santa Barbara Golf & Ocean Club



HERVELINE CHARLOT
Le Club Mougins

Diamond Perfect Service Champions 2017

Every year the resort management teams recognise "Diamond Perfect Service Champions" based on your feedback as each and every comment and special mentions for our team members are recorded. At the end of the year the most voted team members are recognised and awarded with special prizes.



1st

ANA PAULA MARCELLNO
Vilar do Golf



2nd

MARIA COBOS
Jardines del Sol



3rd

SARA PAMPANA
Palazzo Catalani

Awards

Last year European resorts were again awarded many industry accolades, amongst others, renewed RCI and Interval International awards. However in these times of increasing social media, recognised ratings from TripAdvisor, Booking.com, Expedia have become just as important.

UK resorts comply with hospitality accessibility standards and also hold AA and Visit England certificates.

Diamond App offers

If you have a smart phone, use the opportunity to access up to date resort information and take advantage of all special deals available e.g. free drinks, discounts on beauty treatments, dining options, and many more. The app is updated weekly.



Recipe of the Month

FOLLOW US ON TWITTER AND VOTE FOR YOUR FAVOURITE DISH

Our European restaurants are sharing popular recipes every month and participating in a competition to show you their delicious dishes! In June Wychnor Park's Pan Fried Seabass, Lemon and Parsley Jersey Royale Potatoes with Sauce Vierge won! If you fancy trying your hand at this winning dish, you can access the details below.

If you are a Twitter user look for #Diamondrecipeofthemonth, wet your appetite and vote for your favourite or better still visit the restaurant and try for yourself!



Pan Fried Seabass, Lemon and Parsley Jersey Royale Potatoes with Sauce Vierge

Approximate cooking time: 30 minutes

Ingredients:

For the Seabass

4 seabass fillets
10g butter
½ lemon, juice of

For the Jersey royale potatoes

300g Jersey royale potatoes
1 lemon, zest of
20g flat leaf parsley
50ml extra virgin rapeseed oil
Sea salt
Black pepper

For the Vierge

1 beef tomato, peeled, de-seeded and diced
20g black olives, diced
1 shallot finely diced
1 garlic clove, crushed
10g basil, finely sliced
10g parsley, finely chopped
100ml extra virgin rapeseed oil

To make the potatoes:

Part boil the Jersey Royales in salted water until $\frac{3}{4}$ cooked, about 15 minutes, drain. Using a fork, smash the potatoes, add the zest of the lemon, chopped parsley and extra virgin rapeseed oil, season with sea salt and black pepper.

To make the vireg :

Add the extra virgin rapeseed oil to a pan and gently heat for 1 minute, add the shallots and garlic, remove from the heat and leave to cool for 10 minutes. Add the remaining ingredients to the oil and mix well before serving.

To cook the Seabass:

Season the Seabass fillets. In a non-stick pan, heat a little oil, place the fillets skin side down, cook the fillet until they are $\frac{4}{5}$ cooked, this will take about 4 minutes, turn over, add the butter and squeeze over the lemon juice. Remove from the heat and drain before serving.

2018

Resort Improvements

Last, but most certainly not least, we are continuously improving accommodations and facilities. We are also organising varied fun events for both adults and children throughout the year, many of them unique to our resorts encompassing local culture and food. As mentioned the activity calendar is available on the app and on the website.

We hope you have found this newsletter of interest — if you would like to hear more of what we are doing within resorts, follow us on twitter. We wish you all the best in 2019 with many happy holidays with us.

Canary Islands

Club Cala Blanca



- 10 partial accommodation refurbishments
- 10 new sofas
- 20 exterior aluminum lockers for duplex for housekeepers' use (health and safety)
- Sound system for reception
- Waterproofing and exterior painting of 1/3 of the resort
- Replacement of panoramic lifts and ramp

Club Del Carmen



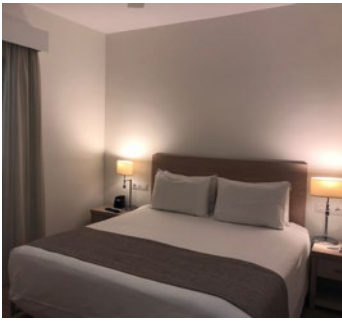
- 25 curtains and black-out curtains
- 43 extractor fans
- Refurbishment of courtesy rooms
- 38 parasols
- Pool chlorinators for both children's and main pool
- Sunbed cushions and mattresses
- Children's pool and Jacuzzi cover
- 3 new recycling points
- Backup system for generator
- Exterior painting of 1/3 of the resort
- 24 air conditioning units

Jardines Del Sol



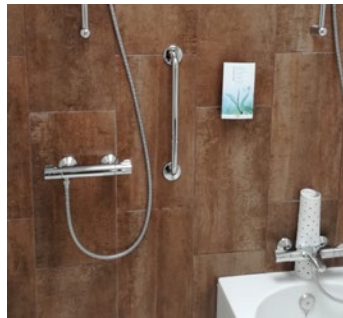
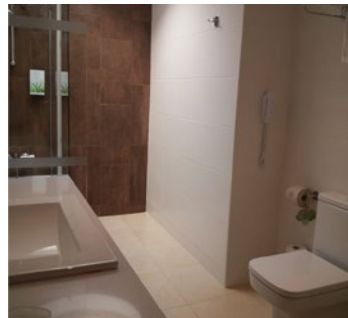
- Installation of LED lighting to be completed by end of 2018
- Sound system installed in reception
- UV filters for 5 villas
- Fence installed around the pool
- Team members room updated

Royal Sunset Beach Club



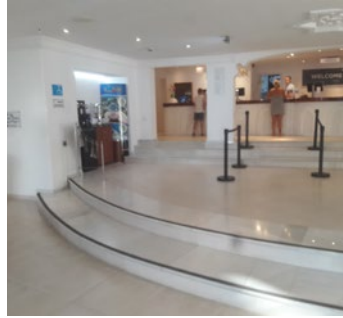
- 52 partial accommodations refurbishment
- LED lighting finalised in all apartments
- Sound system in reception and entrance
- 25 parasols
- 122 bathrooms grab rails
- 6 air conditioning units
- Safes in all apartments
- 40 sun protection UV screens for patio doors of accommodations
- New electricity generator
- Exterior painting of 1/3 of resort
- Swimming pool refurbishment

Royal Tenerife Country Club



- 15 partial accommodations refurbishment-, living rooms
- 21 accommodations: handrails installed for access to accommodations with stairs
- Team members' dining room updated
- 25 accommodations bathrooms refurbished
- 14 water pipes replacement
- Keycard system installed
- Installation of LED lighting to be completed by end of 2018
- Fibre installation

Santa Barbara Golf & Ocean Club



- 46 partial accommodation refurbishment
- 46 bathrooms refurbishment (62 bathrooms in total completed)
- 21 accommodations soft refurb: sofas, curtains and upholstery of chairs
- 263 grab rails installed for bathrooms
- Main building roof repair
- 335 new mattresses for the sun loungers
- Reception upgrade
- 36 beds and mattresses
- 290 safety deposit boxes
- 20 main entrance doors (4 years project)
- 117 TVs replaced
- 17 Sun protection UV screens installed for terrace doors
- Replacement of 40 patio doors
- 7 studios - partial refurbishment
- Improvements to external lighting for common areas
- Restaurant toilets refurbishment
- Fire prevention works update

Sunset Bay Club



- 10 full accommodations refurbishments
- Industrial washing and drying machine installed for guests
- New electric vehicle for housekeeping
- 36 partial accommodations refurbishments
- 210 safety deposit boxes
- Full reception refurbishment
- Exterior painting of 1/4 of resort

Sunset Harbour Club



- 10 full accommodations refurbishment
- Sound system installed for reception

- 15 entrance doors
- 2018 new safety deposit boxes

Sunset View Club

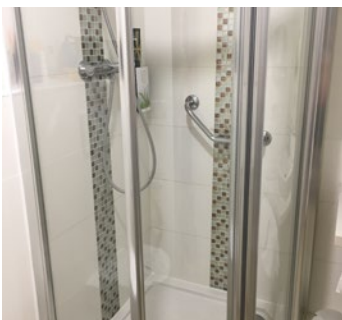


- Grab rails installed for baths/showers
- 16 bathroom refurbishments
- Safes installation

- 16 terrace cabinets
- 27 blinds installation

France

Le Club Mougins



- 9 corner showers installed
- 15 air conditioning units
- Roof repairs
- Installation of LED lighting to be completed by end of 2018

- Energy saving devices for air conditioners in all units
- Reception entrance remodeling
- Electrical cars power charger
- Music system installed for reception

Royal Regency



- 48 ceiling fans in living room and bedroom
- Installation of LED lighting to be completed by end of 2018
- 5 window frames and sliding doors replaced
- 8 accommodations full refurbishment
- Upgrade WiFi across resort

Costa del Sol, Balearics, Austria, Italy and Portugal

Alpine Club



- 4 full accommodations refurbishment
- Children's playground refurbishment
- Extension resort CCTV camera system
- LED's installed in communal areas

Palazzo Catalani and Palazzo Soriano



- 15 air conditioner window sensors
- New lounge bar furniture
- Light sensors in corridors for Palazzo Catalani
- Upgrade ambiance music system
- 19 bathrooms improvement
- Air conditioners in top floor units
- LED lights installed in Palazzo at Soriano
- New lights installed in Palazzo Catalani common areas
- Lighting in Palazzo at Soriano garden area
- Garden furniture in Palazzo at Soriano
- New furniture for the restaurant and bathroom refurbishment (phase 2)

Vilar do Golf



- Replacement of cushions for sunbeds and chairs
- 10 villas bathroom improvement
- 57 villas stair handrails
- Installation of LED lighting to be completed by end of 2018
- New keycard system
- Indoor pool cover
- Car electric chargers

Los Amigos Beach Club



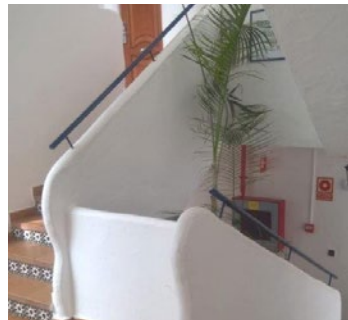
- 6 full accommodations refurbishment
- 50 gates for staircases
- Soundproofing of the reception area
- 235 sunbed cushions and covers
- Automatic irrigation system in the gardens of apartments 41 to 57
- Renovate shower areas in Diamond pool
- Repair access to the beach
- Exterior painting blocks, Phase 1 and 2
- 3 Elite units partial refurbishment
- 10 studios remove the pull out beds
- Installation of LED lighting to be completed by end of 2018
- New key card system
- Repair roof terraces
- 20 air conditioning units including aluminum covers
- Creation of activity and member's area, "The Cube"
- Lift number 3 for area covering apartments from 38C to 53C completed
- Water pipes partial repair/replacement
- Improve indoor pool facilities: Massage and Jacuzzi Area

Royal Oasis Club at Pueblo Quinta



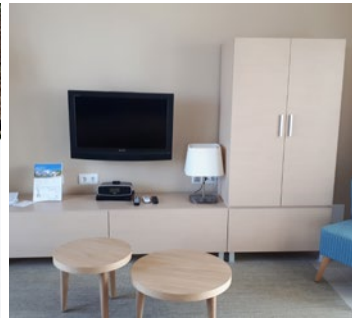
- 10 TV's
- 10 bathrooms partial refurbishment: replacing bathtubs for showers
- Restaurant refurbishment
- Double glazing windows for Blocks 2 and 3 facing the road
- New key card system
- Reception refurbishment
- 34 magnifying mirrors with light
- Installation of LED lighting to be completed by end of 2018
- New fire control system panel
- Painting of exterior buildings
- Gym Update: air conditioners, floor and repairs

Sahara Sunset



- 12 full accommodations refurbishment
- Hand rails installed for Royal Oasis ground floor apartments
- Exterior painting of Royal Garden
- Renewal of 13 air conditioning units-Royal Oasis
- Royal Mirage and Royal Dunes: rugs for lounges and bedrooms
- Renewal of fire alarm system
- Key card system
- Change resort lighting to LED
- Indoor pool cover
- Royal Garden stairways and corridors
- Terrace chair cushions

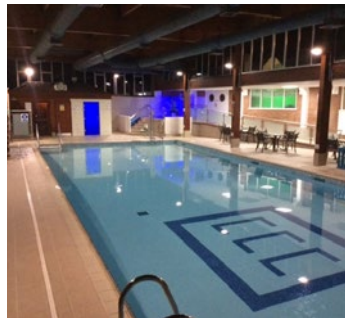
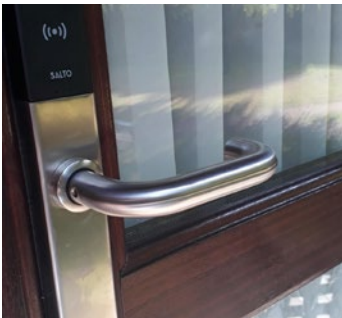
White Sands Beach Club



- 6 full accommodations refurbishment
- Exterior painting block 3
- Insulation and retiling of the solariums
- Increase terraces and fence 410-412
- Solarium waterproofing, flooring and stairs 6713-6715
- Re-tile roof in block 4
- Stair gates for 9 duplexes
- Aluminium windows to complete the ground floor accommodations
- New corridor between service road and new ramp
- Installation of LED lighting to be completed by end of 2018
- Tiling of stair floors to apartments 609 and 610
- Music system installation for reception and pool area

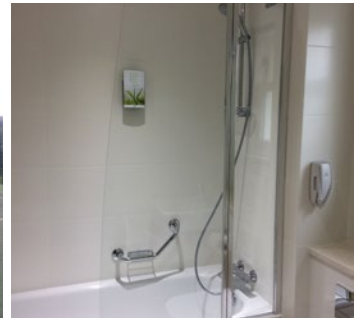
United Kingdom

Cromer Country Club



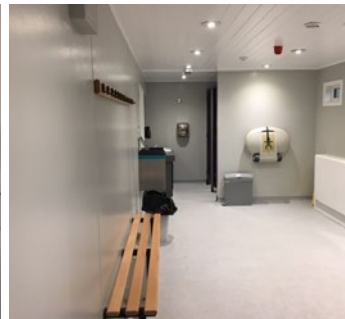
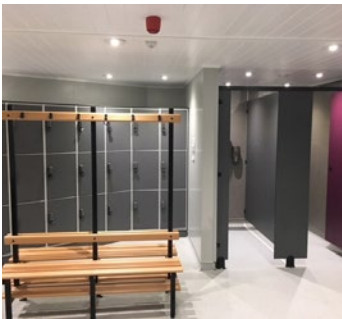
- Key Cards: door locks
- Restaurant- kitchen floor repair
- New soffits and fascia's for the hair and beauty salon
- Reduced depth of the pool: Infill pool to 1.4m maximum depth
- Various damp works Phase 3
- 5 full accommodations refurbishment
- Installation of LED lighting to be completed by end of 2018
- Sports Hall works
- Pool cover
- Drain repair works
- Vibe carpet cleaner
- Resort lighting (Phase 1): top car park
- Handrails to driveway walls
- Pathway repairs to areas associated with phase 1 resort lighting
- Fire detection to undercrofts

Kenmore Club



- 4 new sofas and carpets for accommodations
- 5 new curtains for accommodations
- Installation of LED lighting to be completed by end of 2018
- New tarmac for tennis court
- New Housekeeping and Maintenance office
- Main complex exterior painting

Pine Lake



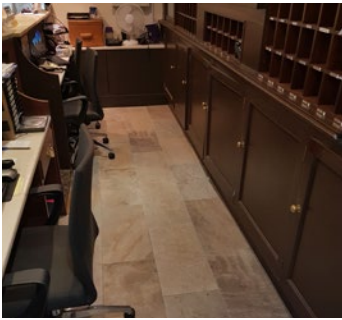
- 10 accommodations double beds
- 2 full accessible accommodations refurbishment
- 16 partial accommodations refurbishments
- Changing rooms upgrade in Leisure Centre
- Flood prevention measures
- New generator
- Installation of LED lighting to be completed by end of 2018
- Fire Risk Assessment

Thurnham Hall



- 3 partial accommodations refurbishment
- 2 full accommodations refurbishment
- 4 mattresses
- Main House refurbishment
- Furniture and wooden benches for grounds
- Circuit breakers throughout resort
- Fire Risk Assessment works
- Road works phase III
- Revamp the staff room
- Works based on the roof survey
- Finalise LED lights installation
- Lightning road
- Tropitone furniture for garden

Woodford Bridge



- 8 full accommodations refurbishment
- 21 sofas and armchairs for accommodations
- 13 boilers
- Infill swimming pool to 1.4m
- New Entertainment and Members' room
- Non-slip kitchen floor
- Vibe carpet cleaner
- Reception floor repairs

Wychnor Park



- 11 full accommodations refurbishment
- Replace plumbing system for better pressure in two accommodations
- Upgrade wet room in one accommodation (from 2017)
- Install shower screen and replace vanity in wet room in one accommodation
- Reconvert adapted kitchen in one accommodation
- Create brick paved patio areas x 17
- Fire risk assessment remedial works tarmac roads and work areas in maintenance yard
- Replace and relocate leisure center oil tank– changed from oil to gas in
- Install cladding to Leisure Centre changing room walls/refurbish shower area
- Refurbish Main Hall Porch - lighting and décor and roof
- repairImprove lighting throughout site - phase 1
- Create Parking bays around coach house
- Re-tarmacking various areas
- Repave side of hall/render to MH elevation 2 and left hand façade
- Re-grout office brickwork and removal of Ivy growth
- Greenhouse-large Grape house only, replace glass and purlins. Listed building
- Vibe carpet cleaner
- Inspect and replace pipework in apartment coach house C1
- Adapt coach house entrance so there is no door threshold to step over
- Upgrade to CCTV system across the resort

Canal Boats

- Replaced 2 boats