



Dear Owner,

Over the past few weeks, you may have seen that we've set up a new page on the Diamond Resorts website to give you up-to-date information on what is happening with Diamond's resort operations as a result of the coronavirus (COVID-19) situation and restrictions imposed by each country's government. We are aware that these restrictions may affect you, as they have affected our worldwide resort management operations greatly – [click here](#) to read more.

However, we wanted to provide you with a brief overview of what is happening with regards to future bookings during these times and other information that you, as owners, may like to know.

Reservations

If you have a reservation during a resort closure period stated on DiamondResorts.com, our Owner Services team will be in touch to discuss your options.

If you have not already been contacted, we thank you for your patience. We would like to summarise below the options available to you if your reservation is at a resort which is closed:

- **Floating Time Owners:** Your week can be rebooked for later in 2020 (subject to availability) or deposited into Diamond's exchange program, Destination Xchange*. Once your week is deposited, you will have up to 5 years to make an exchange against the deposited week, giving you more flexibility and a wider choice of destinations. The late deposit fee will be waived; however, an exchange fee will be charged when you make an exchange reservation against your deposited week.
- **Fixed Time Owners:** You can deposit your week into Diamond's exchange program, Destination Xchange*. This also applies to owners whose check-in date has passed if the week went

unused because of the coronavirus shut down. Once your week is deposited, you will have up to 5 years to make an exchange against the deposited week, giving you more flexibility and a wider choice of destinations. The late deposit fee will be waived; however, an exchange fee will be charged when you make an exchange reservation against your deposited week.

*Destination Xchange is Diamond's own exchange program with no enrolment charge and competitive exchange fees.

If you have a membership with another exchange company, then you may of course wish to bank your week with them. If you have travel insurance, then it may be worth contacting your insurance provider to clarify the terms of your cover regarding a cancelled reservation due to the resort closure.

Outside of published closure periods, reservations will be reviewed on a case-by-case basis, depending on the circumstances.

Our Owner Services team is available to assist and can be contacted by calling **0345 359 0005** or emailing Reservations@DiamondResorts.com.

While we are dedicated to assisting all owners as quickly as possible, all of our call centres are currently experiencing long hold times. If you have questions regarding a reservation for a date commencing after 15 May, we recommend that you call back closer to your arrival date.

Protecting Your Ownership

Unfortunately, we have seen an increase in various scams and activities of rogue operators during this uncertain time and we want to remind you to be cautious and protect your ownership. Many so-called 'timeshare exit' companies target individual members and owners to offer consumer assistance. Please do not fall victim to the scare tactics and false promises of 'timeshare exit' schemes and never pay an upfront fee. We encourage you to reach out to us directly to discuss any changes to your ownership. Additionally, your club is a

member of EUROCC. Please visit EUROCC.eu for further assistance and advice.

Let's Look to The Future

We know how keen you are to come back to your resort, and we would love to have you back as soon as possible. We will continue to evaluate the re-opening dates of our resorts as they near. When we are able to reopen safely, we'll be back, proudly welcoming you home and providing you with the great service and fantastic holidays you have come to expect with Diamond Resorts.

Thank you,
HOA and Owner Services

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