



DIAMOND RESORTS

INTERNATIONAL®

Stay Vacationed.™

Suzana Gomercic



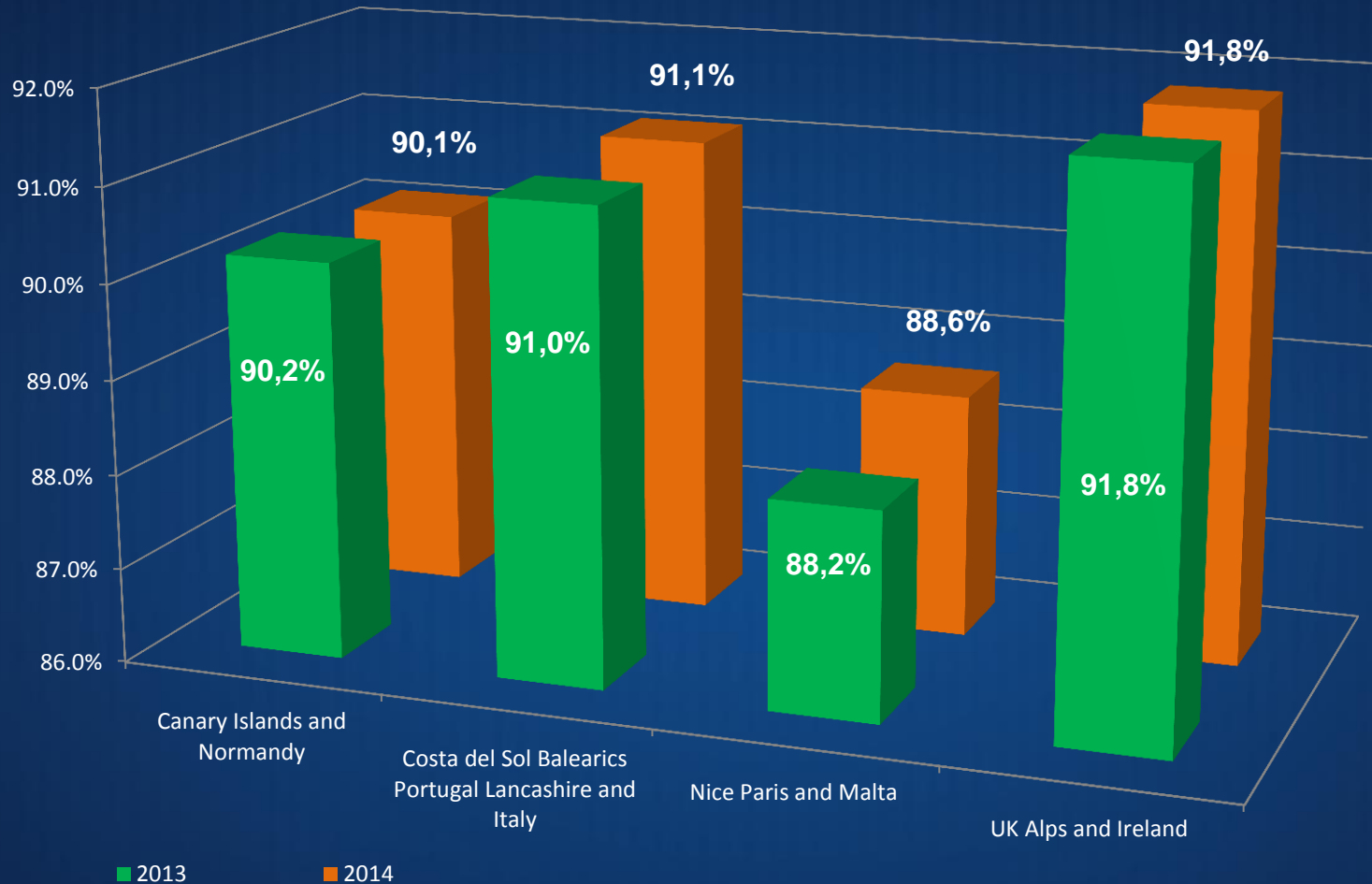


For your 1,750 😊

fantastic emails and cards



# Post Departure Surveys



**Average EU full survey total 90,8%**

# Resorts of the Year 2014

## Sunset Harbour Club



## Cromer Country Club



# Awards



21 resorts awarded a Booking.com score with an overall average of 8,9 out of 10



17 resorts have Gold Crown  
3 resorts Silver Crown



6 resorts Premiere Category  
10 resorts Select category  
9 resorts Affiliate



Visit England & Visit Scotland awarded all UK Diamond resorts, three of them GOLD



# Awards



22 resorts were awarded a  
Certificate of Excellence



To date, 6 Resorts have  
received the Hall of Fame  
Award



# More green achievements



Awards in 2014

GOLD.	Vilar do Golf & Jardines del Sol
SILVER.	White Sands Beach Club
BRONZE.	Sunset Bay



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# ISO 14001

- ISO14001 Environmental Certification has been renewed in all managed resorts in Spain, Portugal, Italy and Austria, Woodford Bridge, Pine Lake and Thurnham Hall
- Having this certification allows us to better monitor utilities and produce further savings
- **We invite you to join our green initiatives**





# QA: Quality Assessment

- Independent 3<sup>rd</sup> party audit
- Includes 836 questions
- Top three resorts in 2014: La Quinta, Cromer and Alpine Club with an average percentage from 74 to 77
- QA will continue in 2015

# New Faces.....



Kheira Bekhira



Elton Dalmedo



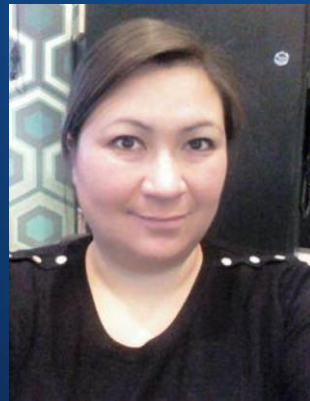
Elise Dujardin



Bektas Ketenci



Max Tanner



Abigael Be



Ma. Luisa Garcia



Surya Pereyra



# Improvements in Resorts

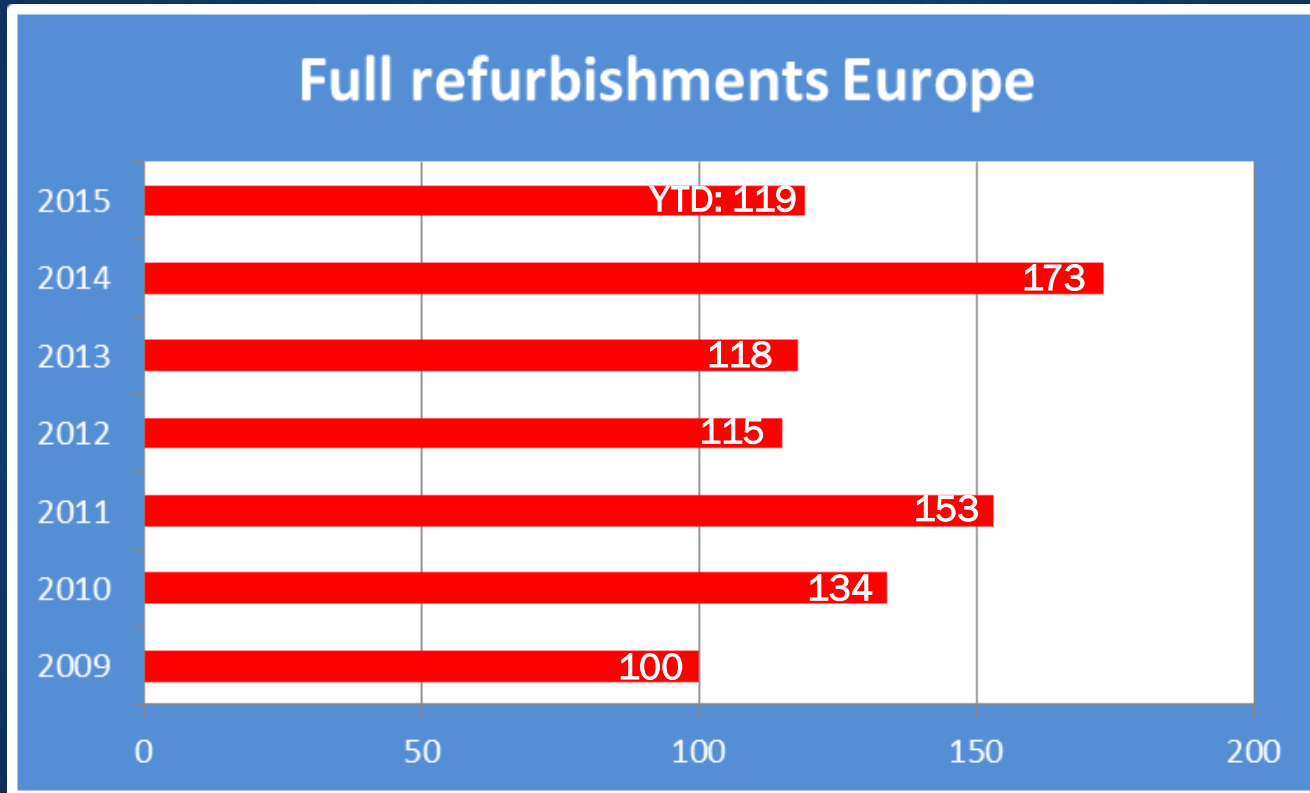
Significant resort renovations were undertaken in 2014, not only on improving facilities and accommodations, but also additional services offered to our members.

# Investments

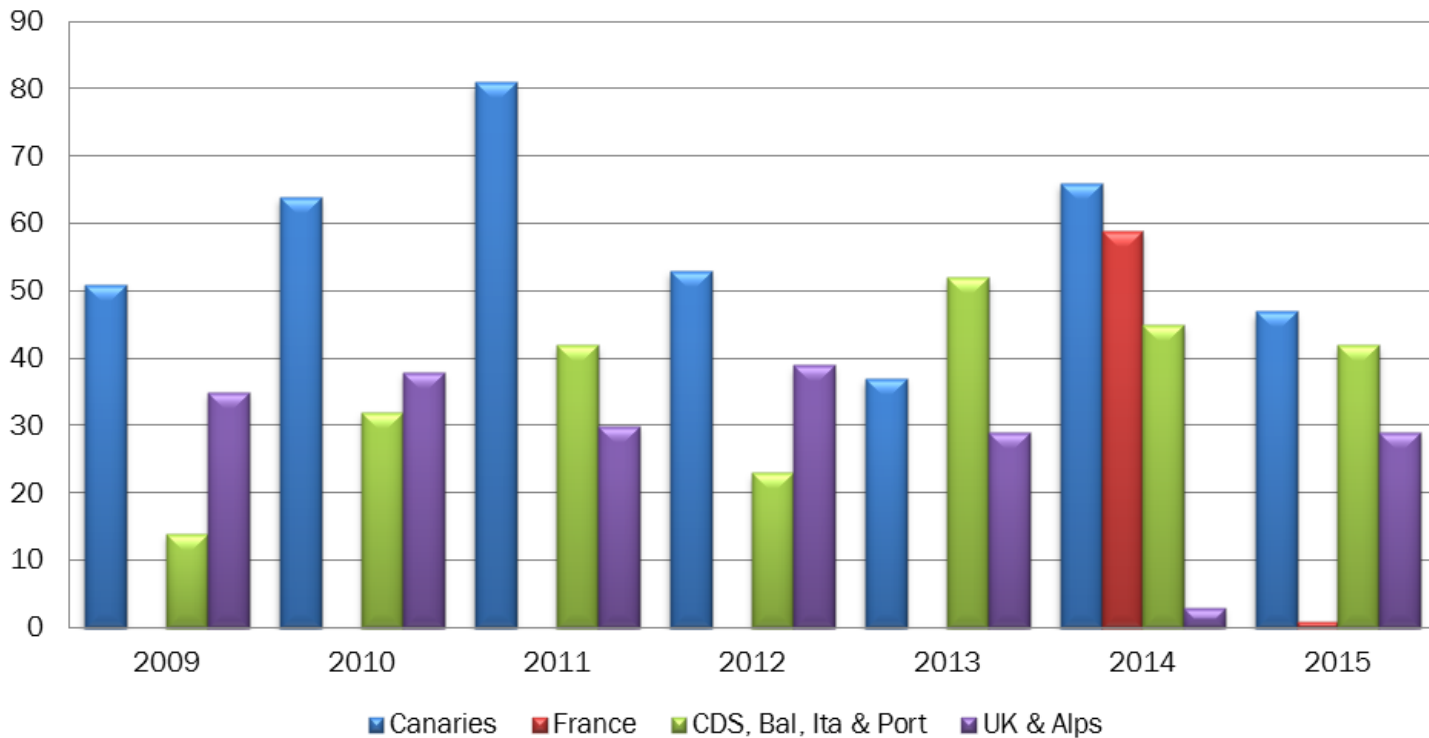
	2014	2015*
Accommodation	£8,015,017	£8,217,609
Common area	£4, 800,066	£4, 829,037

\*Budgeted

# Full refurbishments 2009-2015



## Full Refurbishments per Region



For the period 2009-2014, Canaries has had the most with 352, followed by Costa del Sol, Balearics, Italy & Portugal with 208, UK & Alps with 174, and just last year, France had 59 accommodations fully refurbished

# RSBC Terraces

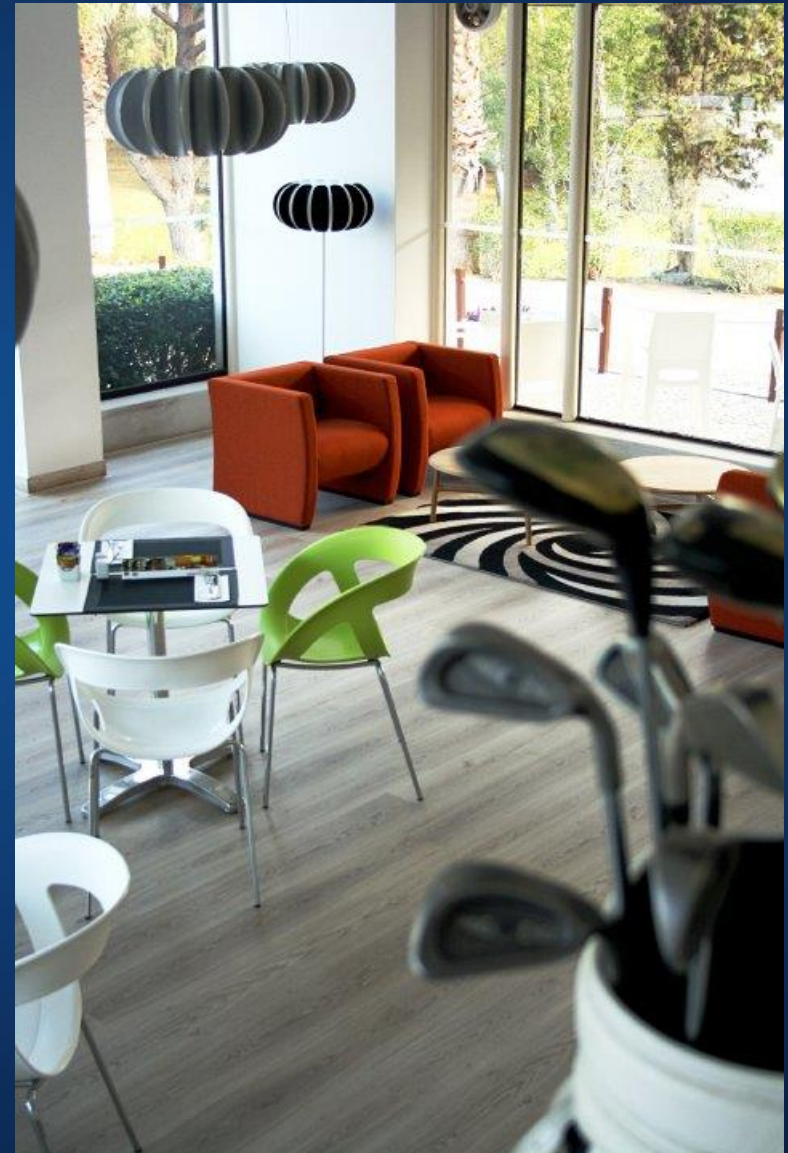


# RSBC Main Entrance





# Birdie Lounge @ VDG



# Installation of Pool Cover in CDC



# CDC Pool cover

- During the first quarter, electricity consumption was reduced by 8%.

	2014 (Kwh)	2015 (Kwh)	Variance (Kwh)
January	52112	45973	-6139
February	46180	42426	-3754
March	47042	42755	-4287
April	36773	36058	-715
<b>TOTAL</b>	<b>182107</b>	<b>167212</b>	<b>-14895</b>

- From January to April, the average temperature of the main pool was 26.5°C at 9h00. Over the day, the pool is warmer than our toddlers pool (not covered)

Temperature Main pool vs Paddle pool							
January		February		March		April	
9h00	15h00	9H00	15H00	9H00	15H00	9H00	15H00
+5.2	+3.2	+3.6	+1.4	+2.3	+0.7	+2.3	+0.6

# Canal Boats

- Two new canal boats have been built to replace two of the older canal boats in the fleet.
- At this point, 50% of the fleet will be less than two years old.
- The remaining 50% of the boats had their annual maintenance carried out over the 2014-2015 winter period.



# Le Manoir des Deux Amants



Partially refurbished 22 apartments  
in line with Normandy rustic style

# Le Manoir des Deux Amants



# Royal Regency



18 accommodations



# Le Club Mougins

41  
apartments  
fully  
refurbished





# Le Club Mougins



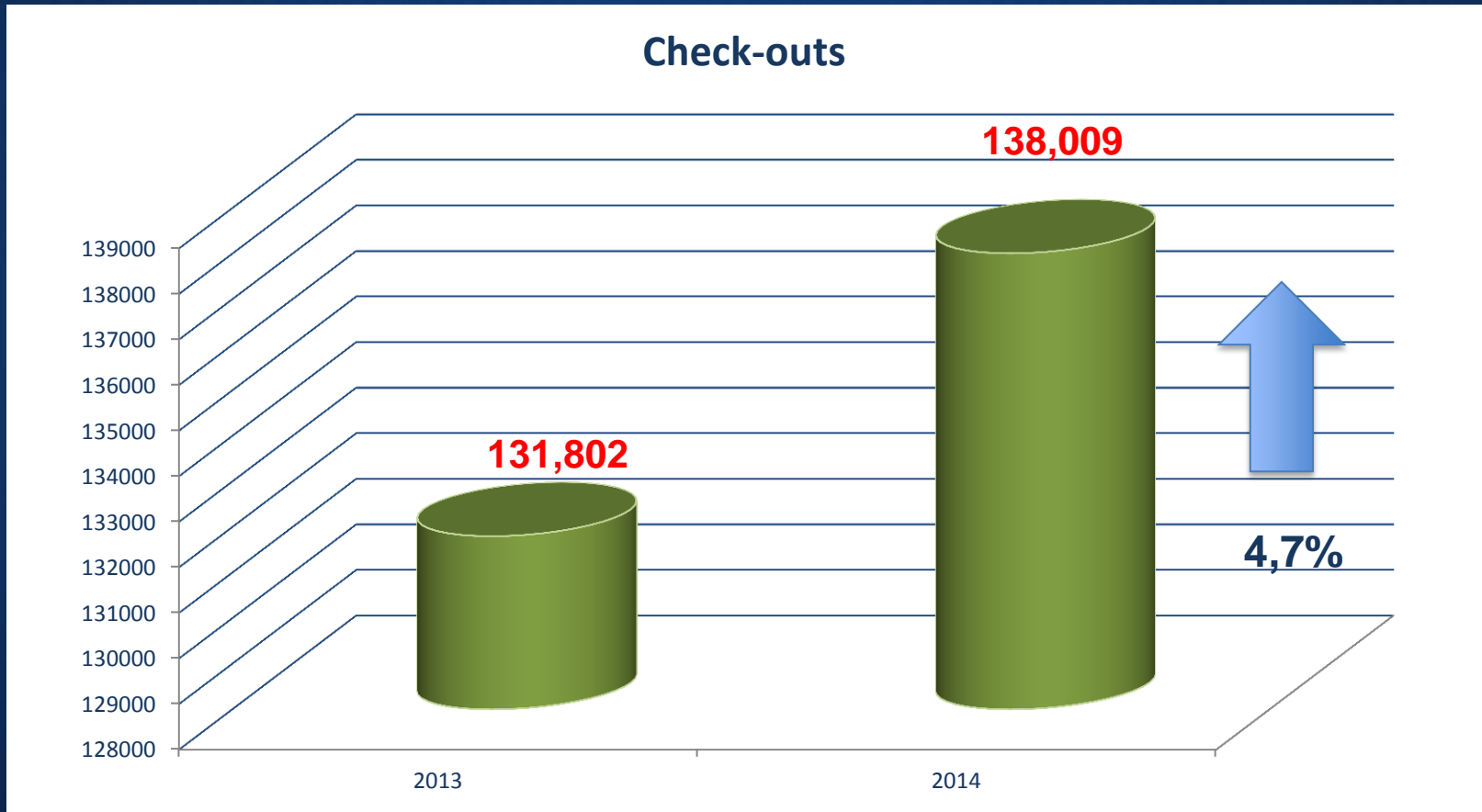
# Jardines del Sol- Reception Makeover



# Jardines del Sol- 48 accommodations



# Occupancy 2013/2014



# Allocations

- The average occupancy in 2014 was 83%
- We do take very seriously your requests but cannot always guarantee the exact location
- If you still wish to move to another room, depending on availability, we might be obliged to charge you an extra cleaning fee as it impacts the overall budget and consequently your maintenance fees

# Refurbished vs. Non Refurbished



Kitchen @ Santa Barbara

# Refurbished vs. Non Refurbished



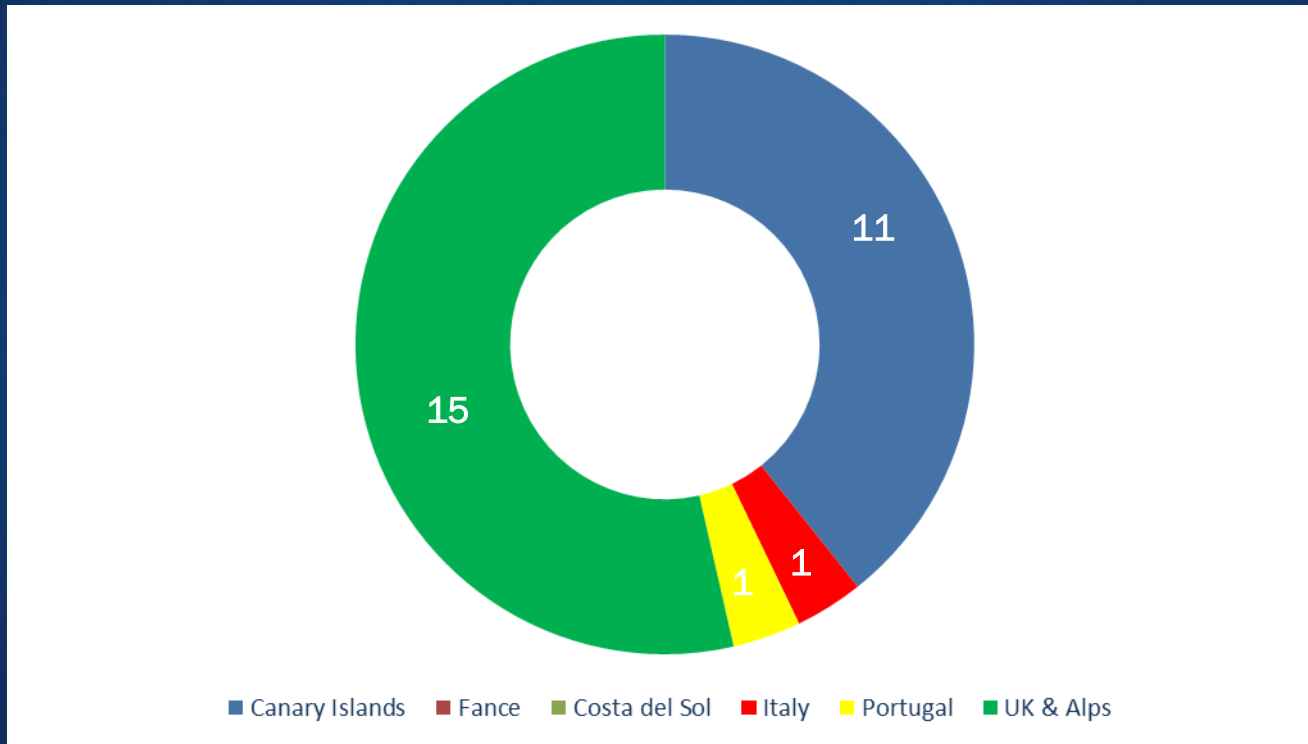
# Sunbeds

- DRI does apply a 'one hour policy' - if the guest has not used the bed for an hour or more the towel(s) & belongings are removed and can be reclaimed accordingly – however at busy times this can prove challenging and confrontational as this ruling applies to all guests.
- Of course members should appreciate that some resorts simply do not have sufficient space to accommodate every guest with a sunbed



# Accessibility

In 2014, **TWENTY EIGHT** accommodations were adapted to be accessible



# Accessibility



- The 6 English resorts have received accreditation under the **VisitEngland National Accessible Scheme (NAS)**, which recognizes each resort for meeting the NAS disabled accessibility requirements.
- European Diamond Resorts offer a **Mobility Impairment Suitcase** featuring a selection of hearing and visual aids which can be requested upon reservation and placed in the accommodation prior to arrival.



# AUXILIARY ACCESSORIES CATALOGUE



Diamond Resorts International® is committed to providing stress-free holidays to our members, owners and guests. We take into consideration the needs of those who have a disability or an access requirement.

We are delighted to offer a wide range of accessories available for your use during your stay. In addition to the dedicated accommodations with adapted facilities, we offer you a wide range of free accessories, available for your comfort. To ensure that we can satisfy your request, please contact the resort prior to your arrival.

Affordable Luxury. Priceless Memories.™

## Visual Aids



## Hearing Aids



## Diabetes



# Mobility Aids



# More New Services

## Universal & USB sockets



Members will be able to use their UK devices without having to bring adaptors to Europe.

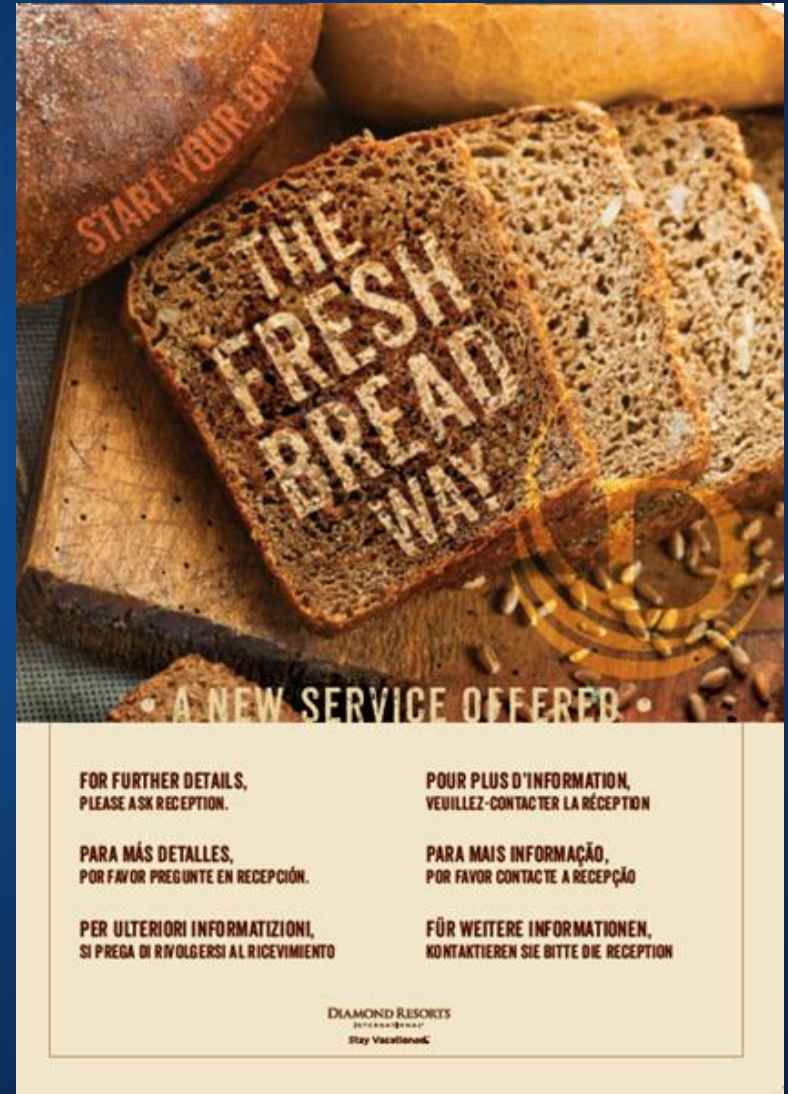
# Coffee in Room

New coffee sachets to replace Nescafe in the welcome pack.



# Coffee & Bread On the Go

- Freshly brewed coffee to sip on while waiting in the reception area or as you head out for the day.
- The Fresh Bread Delivery is available upon request and is delivered to the guests room in the morning.



FOR FURTHER DETAILS,  
PLEASE ASK RECEPTION.

POUR PLUS D'INFORMATION,  
VEUILLEZ-CONTACTER LA RÉCEPTION

PARA MÁS DETALLES,  
POR FAVOR PREGUNTE EN RECEPCIÓN.

PARA MAIS INFORMAÇÃO,  
POR FAVOR CONTACTE A RECEPÇÃO

PER ULTERIORI INFORMATIZIONI,  
SI PREGA DI RIVOLGERSI AL RICEVIMENTO

FÜR WEITERE INFORMATIONEN,  
KONTAKTIEREN SIE BITTE DIE RECEPTION

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# Diamond Dining

THE Club has launched Diamond Dining in all Euro resorts where point members can purchase vouchers with their points to use in resort restaurants .

156,720 points used from April 2014 to date.

€10 DIAMOND DINING 05001

Voucher\*



Member Name \_\_\_\_\_ Issue Date \_\_\_\_\_

Issued by \_\_\_\_\_

Restaurant Operator Signature \_\_\_\_\_

Member Signature \_\_\_\_\_

AUTHORISATION  
STAMP HERE

Voucher must be signed by member and restaurant operator upon redemption. \*See reverse for full Terms and Conditions.

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# Clubs to Hire

There is a brand new service available for golf lovers.

Diamond Resorts has signed an agreement with Clubs to Hire, to hire golf clubs and other equipment.

With several locations throughout Europe, including two retail shops based at Malaga and Faro (Algarve) airports, a local handler will meet the customer at the airport or the resort to deliver and return the equipment hired.



ClubstoHire.com

GOLFING ABROAD?  
HIRE YOUR SET

FROM  
€35

PER SET PER WEEK

BOOK NOW

# WIFI- Internet

- £1.5 million have been invested into new WIFI installations to date
- WIFI is now free of charge for members: 2 devices for studios & 1 bed apartments, 4 devices for 2 bed, 6 devices for 3 bed accommodations.
- We will continue to improve connectivity in certain areas depending on the installation of fibre optic by local providers.
- Canaries will have fibre optic installed in resorts in 2016

# Going Mobile...Diamond Resorts App



# Connect With Us- Diamond Resorts App & Touch Screen

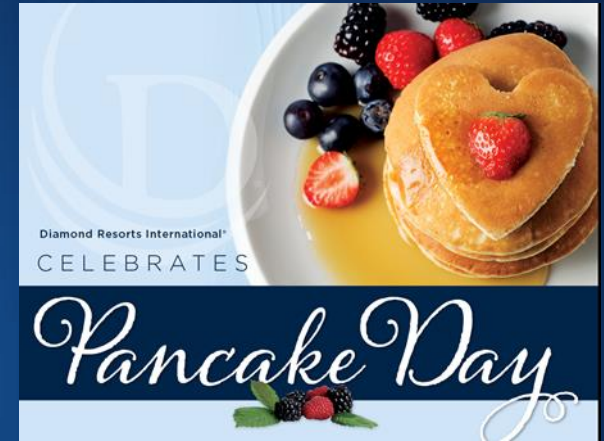
- Guests can now interact with the Touch Screen located in the resort receptions, allowing 24/7 access to resort information, events, facilities, restaurants and recommended sites, **flight information and social media postcards.**
- The new Diamond Resorts App is available to download to mobile devices and/or tablets. This app allows you to receive updates and information on upcoming events and activities, special offers in resorts and the latest news.
- The app is available for both iOS and Android operating systems

# Fun For All

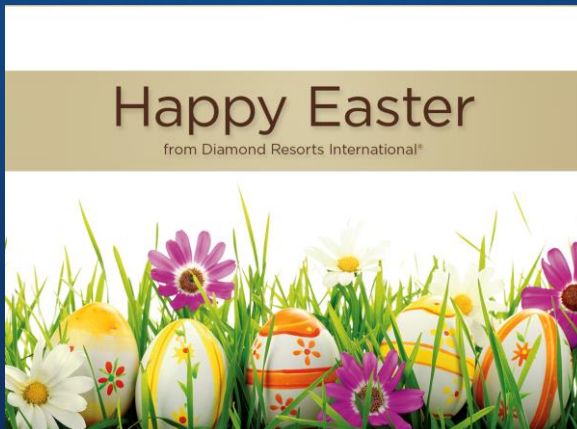
DRiven® to Fun attracted more than  
**25,000** participants in 2014



# We Hosted Food Days

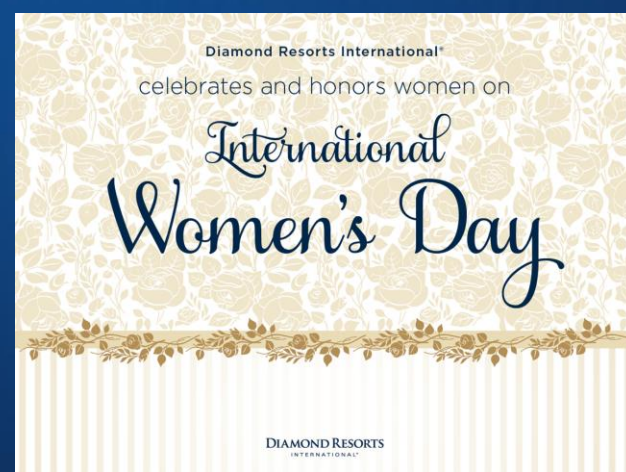
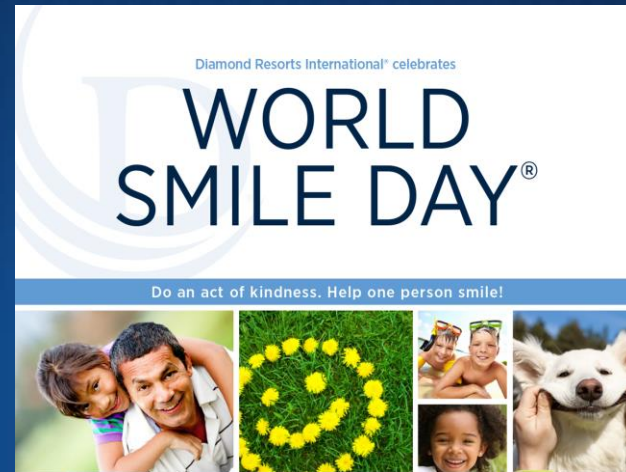
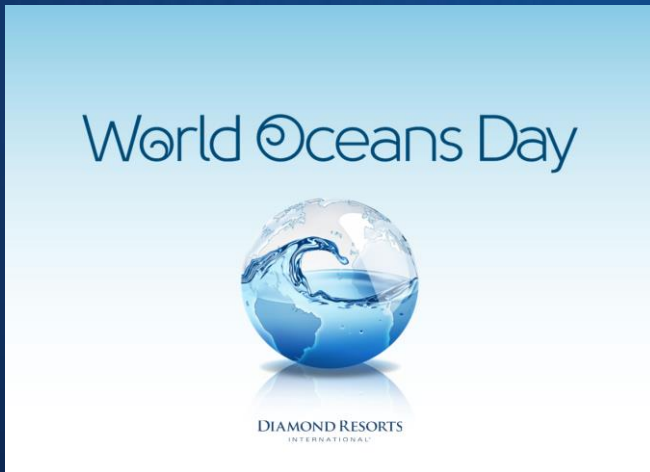


# We Also Hosted Special Holidays





# .....and Raising Awareness Days



# Markets Came to You...

Partnered with *Artesan* (local craftsmen) in Tenerife and a local Association of the Unemployed to help selling local products and help the unemployed.



# Looking forward to Vacations for Life® Summer Family Fun 2015

- From July 18th to August 29th
- Opening and closing ceremonies every week, special quiz for those members who cannot participate in all games, lots of prizes, free raffle
- A new, exciting competition for the youngest ones, Junior Summer Chef
- Cyber Quiz for all members who connect with us