

## Updated Statement on COVID-19

As we continue to monitor the situation around the new coronavirus (COVID-19), we are taking precautions to protect the health and wellbeing of everyone at our resorts. Based on guidance from the Centers for Disease Control and Prevention (CDC) and World Health Organization, we are:

- Undergoing enhanced cleanings at the resorts, with a special focus on public areas and the accommodations
- Increasing the frequency of cleanings, especially on frequently touched surfaces, such as doors, counter tops and furniture
- Providing additional trainings for team members on washing and sanitation techniques
- Using recommended disinfectant cleaning wipes at the check-in areas
- Offering additional hand sanitizing gels around the resorts

We understand that our members, owners and guests want options right now. We will continue to waive cancellation restrictions or penalties for those staying in, or traveling from, areas affected by government-mandated travel restrictions. At this time, cancellation waivers are in place for the following:

- **Asia through March 31, 2020:** China, South Korea and Iran
- **Europe through April 12, 2020:** Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland

Our Owner Services team is available to answer any questions you may have, and can be reached by calling 1.800.463.7256 or emailing [OwnerServices@diamondresorts.com](mailto:OwnerServices@diamondresorts.com).