

Update on COVID-19 in Europe

At Diamond Resorts, the safety and wellbeing of our members, owners and guests is always our top priority. We are closely monitoring the World Health Organisation's (WHO) instructions regarding the new coronavirus (COVID-19) and following guidelines from local health authorities, will are no longer accepting new reservations at our resorts in Spain.

The Spanish government announced restrictions that begin Monday, 16 March 2020, preventing anyone from leaving their home – or resort room – except to buy essential supplies or for work. The government has also advised that flights in and out of Spain will be reduced by at least half as of Wednesday, 18 March 2020. Restaurants and cafes will only be allowed to do home deliveries. Given the situation and advice from health authorities, we will not be accepting new reservations at any of our Spain resorts, including the Canary Islands, through 1 April 2020.

Members, owners and guests currently staying at our Spain resorts have been asked to contact their airlines for travel accommodations and plans to leave the resort. We are also contacting anyone due to arrive before 1 April 2020 and waiving cancellation fees.

We also will not be accepting new reservations at Alpine Club in Austria through 1 April 2020 and are alerting members, owners and guests at our resorts in France of possible government restrictions that could impact their stays in the coming week.

Additionally, the government of Malta has issued a mandatory 14-day self-quarantine for anyone entering the country. While our resort remains open, we are calling to alert members who are scheduled to arrive to warn them of the strict measure.

We will continue to closely monitor the situation and follow guidance from the WHO and local health authorities as the reopening dates near. We appreciate your understanding and patience during this time of uncertainty.

We know that options are what our members, owners and guests want 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 areas:

- **Asia through 31 March 2020:** China, South Korea and Iran
- **Europe through 16 April 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, Switzerland and the United Kingdom

As everyone's circumstances are different, we are also offering members, owners and guests scheduled to arrive at any Diamond Resorts managed property before 30 April 2020, the option to change or modify any reservation up to 24 hours before scheduled arrival.

Our Member Services team is available to answer any questions you may have, and can be reached by emailing ReservationHelp@diamondresorts.com or calling 0800 358 6995.