

EUROPEAN RESORTS INFORMATION AND NEW SERVICES

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Awards in 2015

As champions of happier, healthier living through the power of vacations, Diamond Resorts International® Europe has been extremely successful in 2015. To date, we have received 195 awards, of which the most significant are from:



A leading travel review site has awarded our resorts for exceeding expectations and going above and beyond to deliver exceptional vacation experiences.

Twenty six of our resorts have been recognized for continually receiving exceptional customer ratings and have been awarded the Trip Advisor Certificate of Excellence.

With a reputation for continued success, the following resorts have been awarded the Hall of Fame for achieving excellent customer service rankings and receiving the Trip Advisor Certificate of Excellence for five consecutive years: Le Club Mougins, Los Amigos Beach Club, Jardines del Sol, Palazzo Catalani, Royal Sunset Beach Club, Royal Tenerife Country Club, Santa Barbara Golf and Ocean Club, Sunset Harbour Club, Sunset View Club, Cromer Country Club and Wychnor Park.

In addition to receiving the above recognition, Alpine Club, Le Club Mougins, Le Manoir des Deux Amants, Palazzo Catalani and Vilar do Golf have been designated with the TripAdvisor Bravo Badge, acknowledging an excellent resort rating to owners, members and guests.

As a global leader in the hospitality industry, Diamond Resorts strives to make a significant contribution to the preservation of our world's precious natural resources. With this in mind, the following resorts have received the Trip Advisor Green-Leader Certification for their environmentally-friendly practices:

Gold: Vilar do Golf; Jardines del Sol

Silver: White Sands Beach Club; Club Cala Blanca

Bronze: ;Sunset Bay Club; Sunset Harbour Club; Santa Barbara Golf and Ocean Club; Royal Tenerife Country Club

Booking.com

The world leader in booking accommodation online, and bases their rating in guest reviews. Twenty one of EU Resorts have been rated for the past years with an average of 8.8 points out of 10.

Regarding Timeshare Associations, Diamond Resorts International® resorts in Europe have been awarded with:



17 Accredited Resorts



20 resorts have Gold Crown; 1 Silver Crown; 1 Hospitality RCI Award



7 resorts are Premier; 11 Select; 8 Affiliate



Last, but not least, ISO 14001 is a certification that enables organisations of all sizes to demonstrate their environmental credentials. Recognised internationally, the standard provides a straight-forward approach to using less energy resource and reducing waste - an ethos which DRI has whole heartedly embraced.

Twenty-three of our resorts were tasked with achieving ISO14001 accreditation during 2015.

Each resort set up its own in-house group (including representation from contracted out services for Housekeeping and Food and Beverage) to focus on what was required, and prepared a timetable to work through towards audit and achieving accreditation. During the process resorts received support from an external consultancy which included individual resort visits and a mock audit to ensure they were ready for the final and real time assessment.

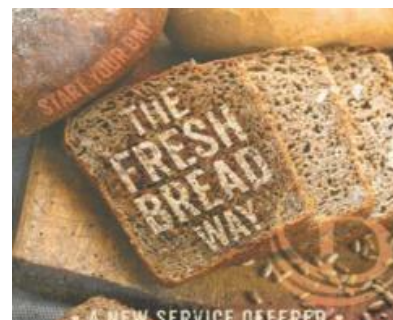
Coffee on the Go



For those of you who need to check out early in the morning and like a good cup of coffee to start the day, or for that matter simply wish to enjoy good coffee, you will be able to brew your own favorite as we have installed a Nespresso machine next to reception. Capsules can be requested from the reception desk at very reasonable cost.

Start the Day with Fresh Bread

Another new service available at reception is the possibility to order freshly baked bread to be delivered to your apartment doorstep on your chosen days thereby freeing you from having to go shopping. Please ask the reception for more information next time you arrive at your resort.



Flavoured Water



In order to ensure that your vacation experience is everything you deserve, Diamond Resorts International® delivers a fresh and healthy start from the moment you arrive. When you check-in at our European resorts, you can enjoy an ice-cold refreshment from among our delicious beverage choices including sangria, orange juice or our new flavoured detox water. From watermelon, mint and lime to green apple, strawberry and cucumber, each resort offers their own refreshing flavoured beverage choices for you to choose from so that you can Stay Vacationed.™

Updated Conveniences

Based on member feedback we have significantly updated three old conveniences which have been available for the better part of this century.

New Coffee Sachets



Gone are the old one cup local instant coffee sachets as these have been replaced with high quality filter coffee sachets for up to 4 cups. The first set is provided in the accommodation on arrival on a complimentary basis and you can purchase additional ones from reception.

We have carefully chosen this coffee in two different blends, 100% Arabica and 100% decaf, to enhance your vacation experience and ensure you Stay Vacationed.™ while enjoying your stay.

New Bathroom Amenities



Another updated amenity we are proud to introduce is a new shampoo and shower gel dispenser. Not only is it a new and wonderful fragrance, it is also a green environment improvement as we have done away with the old plastic bottles. You will also find a new body lotion and new soap in the bathrooms. We hope you will enjoy these.

New Good Morning Packs



Last but not least, we say good bye to the old “food/arrival packs” that you have been able to order for many years and in its stead we are introducing “**Good Morning Packs**” that can be pre-booked prior to arrival and placed in your accommodation.

They come in three different versions: Continental Breakfast, English Breakfast and Kids Breakfast.

Choose also your favourite items from a list of “add-ons” if the standard pack does not cover all your needs. As well, coming soon: a “Healthy Pack” featuring organic local produce.

Kids Check-in Buzzi Puzzle

At most resorts throughout Europe we have created a new check in area especially dedicated to kids. Our members, owners and guests with younger children will benefit from this as their check in process will become a little easier.

“The Buzzi Puzzle” cushions make sitting a pleasure for adult eyes and kids’ bottoms – although who says grownups can’t have fun plopping down on them either?



Vacations for Life® Summer Family Fun Record-Breaking Attendance for Vacations for Life® Summer Family Fun Program



In what has become a yearly tradition since the original 2012 DRI Summer Games, inception in 2012, Diamond Resorts International® once again hosted its **Vacations for Life® Summer Family Fun** program at all resorts worldwide. The goal was to offer a plentiful assortment of family-friendly activities during the summer months. Once again this program has proved to be a smashing success; Vacations for Life® Summer Family Fun attracted more than 130,000 participants across the company's managed resorts—a new record. In the U.S., Mexico, and the Caribbean, the program ran from June 29 through August 6, and in Europe from July 18 through August 28.

In Europe alone, the number of participants reached an amazing number of 55,151 participants over just 6 weeks compared to 25,647 over 7 weeks last year. One of the highlights of the event was the Junior Summer Chef activity where the younger generations excelled in preparing some scrumptious dishes. The days were packed with activities for all ages including crazy games, face painting, Tug of War, apple bobbling and more.

At the beginning of each week resorts hosted an Opening Ceremony to announce the upcoming games and scheduled activities. At the end of every week, the winners of each activity were honored at the Closing Ceremony and awarded gold, silver and bronze medals. The celebration featured plenty of food, drinks, music and entertainment for everyone to enjoy.

After the Vacations for Life® Summer Family Fun Program had finished, we carried out a Grand Prize draw with all members, owners and guests who had participated in the Diamond Resorts Cyber Quiz. The winners of a 7-night stay in any of our European resorts were the Branfield Family, who had stayed at Royal Tenerife Country Club during the games.



We are planning more fun and festivities, we invite you to join us and participate with your family.

Satellite phones



Following a natural disaster at one of our sister resorts in Mexico last year, that resulted in the entire area being cut off from the rest of the world for several days, a decision was made to ensure that all of our resorts are able to communicate no matter what happens. With that in mind, all European resorts have now been equipped with a satellite phone, which is regularly tested to ensure it is fully operational. This technology will help the resorts to stay connected. no matter what natural disaster may occur locally.

USB Plugs Installed in 2016

Following the installation of the well-received universal sockets across most of our resorts in 2015 members, owners and guests gave us valuable feedback as to what else we could do to make your stay easier and we are very pleased to advise that during 2016 we will be adding yet a new special plug, this time for USB devices in the lounge of most accommodations.



Accessibility Needs

We are committed at all times to providing stress-free holidays to our members, owners and guests. We take into consideration the needs of those who have a visual or hearing impairment, or a mobility access requirement.

To enable you to quickly see what accessories are available at your resort, we are updating the resort information that can be found on DiamondResorts.com where a section called accessibility is being added under each resort section, which lists all items that can be offered to you when staying at the resort free of charge.

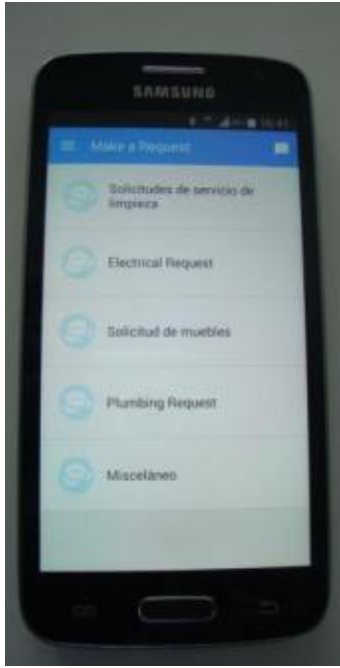
Most resorts across Europe will have the following items:

- Wheelchair
- Portable wheelchair ramp
- Wet wheelchair
- Bath seat
- Bath board
- Shower stool
- Toilet seat raiser
- Toilet frame
- Bed grab rail
- High backed chair
- Chair raiser
- Easy reacher

In addition to the dedicated accommodations with accessible facilities, we offer you a wide range of complimentary accessories available for your comfort. To ensure that we can satisfy your request, please contact AccessRequirements@diamondresorts.com or the resort prior to your arrival. This way you can travel lighter with no need to bring certain items knowing that all is prepared for you when arriving on site. Our Diamond resort accessibility ambassadors will personally take care of you before and during your stay.

Diamond App

What started out as a "Giant Ipad" in the resort reception called Monscierge has seen a drastic and rapid expansion that started with the launch of the Diamond Resorts App last autumn for Android and Apple. We are now very proud to announce a new functionality which has been added to the platform that now will allow members, owners and guests to request through a messaging system anything they need from the comfort of their accommodation or anywhere else, be it your home prior to travel or for that matter whilst on vacation but away from the resort suddenly remembering something that needs to be fixed in the apartment. It has never been easier to interact with your home away from home than now; best of all of course is that you can follow all that is going on at the resort throughout the year at the tip of your fingers.



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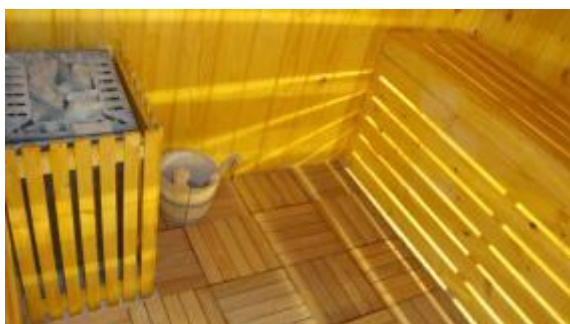
CANARY ISLANDS

CLUB CALA BLANCA

From the Desk of Miguel Dominguez

Whilst apartment renovation is always on the top of the list when it comes to planning yearly refurbishment plans, we do spend a lot time on upgrading or replacing smaller items or indeed installations that are seldom seen but which are vital to the general upkeep of the resort. Amongst others in 2015 we have:

- Fully refurbished five 2 bedroom apartments
- Replaced the roof over the office block.
- Repaired and painted the walls in 1/3 of the resort.
- Replaced the old masonry in the walls in the swimming pool area.
- Replaced the multipurpose machine in the gym and added mirrors to it.
- Installed electronic locks in the access doors of apartments in levels 2 and 6
- The nicest small but very well received improvement this year has been the renovation of the Sauna that was done entirely by our own maintenance team which resulted in significant cost saving compared to the initial budget.



The most notable change this year has been within the Food and Beverage operator halfway through 2015 we welcomed a new franchise to Club Cala Blanca. Greta La Sala and her husband who already operate the very successful Restaurant Clipper in Puerto de Mogan are now preparing delicious food and providing top service from the renamed “Mistral Restaurant” offering an international menu using only the freshest, highest quality ingredients. Introducing an Italian flavour, the menu features exquisite culinary delights including everything from the homemade hamburger to the delicious homemade desserts.

2016 Plans

We will continue the refurbishment of our 2-bedroom apartments working on 4 more accommodations from April to July next year. We will continue to make other improvements to the resort in order to improve or maintain the standards expected by our owners, members and guests and amongst others we are planning to:

- Replace part of the communal stairs in the entire resort, (April to October).
- Modernize the lighting of communal areas with a more modern and energy-efficient design (April to October).
- Install a fence around the swimming pool in compliance with new Spanish regulations (March to mid-April).
- Repair and paint the walls of one-third of the resort (February to June).
- Continue the replacement of old masonry in the resort (March).

- Improve the WiFi system.
- Waterproofing the exterior walls and roofs.
- Purchase mattresses for the sunbeds in the apartment terraces.

CLUB DEL CARMEN

From the Desk of Maria Luisa Garcia

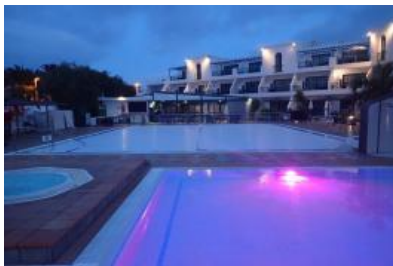
As far as apartments are concerned, we have fully refurbished, as planned, 9 villas. They are fresh, bright and very comfortable. We have also spent time on upgrading or replacing smaller items or indeed installations that are seldom seen but which are vital to the general upkeep of the resort.

Amongst others in 2015 we have:

- Completed phase 2 (out of 3) of the Electrical Cabling upgrade.
- Painted the entire roof of the resort with special anti-damp paint
- Adapted the resort entrance and made it more accessible
- Covered all air condition machines on the 3rd floor.

We also installed a swimming pool cover, which after a few initial glitches is now working properly. We are amazed at the savings we are seeing this year which has proved to reduce electricity by 8% in the first quarter of 2015. We are convinced this cost will have paid its way back within a very short time, and, of course, for your comfort the temperature is now higher throughout the year.

The most striking and visible change that was warmly welcomed by our members, owners and guests has been to replace the whirlpool. Not only does it blend in with the area but it is also bigger! At the same time we placed security barriers between the pool and the whirlpool and installed a similar barrier on the pool bar terrace.



The most notable change this year has been within the Food and Beverage operator. Halfway through 2015 we welcomed a new franchise to Club del Carmen. Leslie and Dave, who used to operate a very successful restaurant in Tenerife, are now preparing delicious homemade food from the aptly renamed "Lanzabar", providing a friendly, informal and great service.

2016 Plans

We will continue the accelerated improvements program and are planning to:

- Fully renovate the remaining 6 villas.
- Partial refurbishment in 9 apartments.
- Complete the Electrical cabling upgrade.
- Further improve Wi-Fi signal and speed.
- Repair stairs to the guest laundry area
- Install further glass railing around the swimming pool.

JARDINES DEL SOL

From the Desk of Jeanette Hansen

Jardines del Sol in Lanzarote completed a full refurbishment of all accommodations on property. All exterior windows and doors were replaced with white aluminium, and interior doors and walls were painted white, offering a fresh, modern appeal. In each accommodation, the living area was updated with new furniture, a fresh colour design and matching decor. Bedrooms were redecorated to incorporate the new design and bathrooms were updated with fresh paint and new appliances.

The Reception and the restaurant/bar area were also refurbished and the new modern aspect is so much lighter and fun.



Diamond Resorts International® is pleased to introduce ECO II, a family-friendly restaurant located on-site at Jardines del Sol. Operated by former resort manager, Lorraine Drever, the restaurant and menu provide great food and friendly service and can best be described as a home from home for Diamond Resorts members. Offering delicious choices for every preference, the diverse menu features signature dishes including hunter's chicken and mixed grill, a wide range of vegetarian dishes and gluten free meals. Ready to welcome guests after three months of refurbishments, ECO II offers an entertaining dining experience including a Saturday Spanish theme night featuring tapas, paella and Spanish music.

2016 Plans

Upcoming refurbishments include enhancements to communal bathrooms and the children's playground in addition to:

- Roof painting
- Electrical upgrade
- Improvement to the wifi installation

ROYAL SUNSET BEACH CLUB

From the Desk of Anne Bennett

Not all was under our direct control as road works have been happening just in front of the resort for a large part of the year. To date, works have now moved a few hundred meters further away and the end result looks very nice, it seems certain that the taxi stand we have had just in front of the resort will be moved down the road.

Some of the things that we have been in control of this year have been the total renovation of the outdoor whirlpool. Not only does it look great but it is larger than the old one.

We have also replaced all the old thatch roof of the pool bar and adjacent buildings with a smart looking and, best of all, less maintenance intensive wooden roof.

The best outside improvement done this year has been to proceed with the removal of the old grass gardens. Not only will this result in water use savings but increase the number of sun bed space significantly across the resort and more or less eradicate one of the persistent “local resident pests” we have had over the years.

As far as apartments are concerned we have been busy with furniture replacement.



2016 Plans

After a frenetic 2015, you will all be delighted to know that there are no plans for any major building and refurbishment work to take place in 2016. We will of course continue to make improvements to the resort in order to improve or maintain the standards expected by our owners, members and guests and amongst others we are planning for:

- Replacement of furnishings in 25 one bedroom apartments and 7 two bedroom apartments.
- Replacement of iPod stands
- New Furnishings in reception entrance.
- Replacement sun bed mattresses.
- New filters for the main pool.
- Replacement Air conditioning in 4 apartments
- Improved Exterior lighting for communal areas.
- Tropitone drinks tables for the pool area
- Renovation of internal telephone cabling.
- External painting communal area
- Additional access points to improve Wi-Fi.
- External walls apartments 96 – 100. This work will take place from the 8th – 28th April. The apartments affected have been blocked during this time and there will be minimal disturbance in the rest of the resort.
- Illuminated apartment numbers.

ROYAL TENERIFE COUNTRY CLUB

From the desk of Cristina González

In 2015 we have:

- Installed new aluminium doors and windows in six 2 bedroom apartments
- Increased the height of the terrace walls in 15 one bedroom apartments

- Purchased 2 new machines for the Gym area.
- Completed the refurbishment of bathrooms in 2 two bedroom apartments
- Purchased a new Buggy for housekeeping and maintenance.
- Completed phase two of the Electrical Cabling Upgrade.
- Completed full refurbishment of 2 two bedroom Elite apartments

The most visible change this year has been the painting of the outside paths and placement of several outdoor exercise machines in various areas of the resort. This was an idea of the whole owner community and funded entirely by community funds.

As far as apartments are concerned, we have fully refurbished two 2 bedroom Elite apartments.



2016 Plans

After a busy 2015, we will continue to make improvements to the resort in order to improve or maintain the standards expected by our owners, members and guests and, amongst others, we are planning for:

- Installation of aluminum doors and windows in 19 apartments to complete this project.
- Full bathroom renovation in thirteen 2 bedroom apartments
- Full bathroom renovation in seven one bedroom apartments
- Tiling of gardens in two non-refurbished Elite apartments
- Additional improvement to the Wi-Fi system.

SANTA BARBARA GOLF and OCEAN CLUB

From the Desk of Javier Baqueiro

Works carried out in 2015:

- Fully refurbished 15 apartments.
- Completed phase 2 (out of 3) of the electrical cabling upgrade.
- Installed double glazed windows in 30 apartments.
- Replaced and reinstalled the water pump heaters for the swimming pool for your enjoyment in the winter months.
- Replaced the cover of 100 bathtubs.
- Replaced the main entrance doors of 21 apartments.
- Replaced the wooden panels with glass balustrades in 26 balconies.

The nicest small, but very well received improvement this year has been the creation of the children play area close to reception and to the Ocean Breeze Terrace, using a former quite lost and unused space. The transformation is amazing having added not only life to this area but also a lot of color.

The most visible transformation has been the replacement of the floor tiles in the main lobby area, which is part of a multiple year project to change and refurbish this area of the resort. The new floor looks fresh and lighter and is a great improvement to the first impression of Santa Barbara.



2016 Plans

After a busy and productive 2015, you will all be delighted to know that we continue with our plans to make refurbishments and improvements to the resort in order to maintain and increase the standards expected by our owners, members and guests. Amongst others, we are planning for:

- Complete refurbishment of 20 apartments (from 01 April to 29 June)
- Renovation of Bathrooms in two Studio apartments
- Electrical upgrade 3rd year to complete
- Painting phase 3 out of 3 of the resort to complete the project.
- New Sauna for the Spa Area
- New telephone and TV lines
- Retiling of corridors
- Main entrance refurbishment (main door and roof)
- Exterior lighting
- Double glazed windows in 8 apartments
- Further improvement to the Wi-Fi system.
- Lounge rugs in 40 apartments.
- Lounge TVs for 25 apartments.
- New iPod stands for apartment lounges and bedrooms

SUNSET BAY CLUB

From the Desk of Surya Pereyra

This year we are very proud of the great results the partial refurbishments have had. Our Team Members are fully engaged with the improvements and have worked very hard to have all done before the end of the year.

The following renovations and improvements have been completed in 2015; some are hidden or nonvisible, but still very important:

- Partial refurbishment in 108 apartments

- 150 new sun bed mattresses for the top pool and apartments plus 20 new sunbeds for the bottom pool.
- For your safety, we have enclosed the staircases in 5 duplex apartments with a further 10 to be completed by year's end. Not only is this more secure but we have also added extra cupboard space underneath.
- We have replaced 8 air conditioning units and plan to replace a further 18 in 2016
- Improved lighting in the common areas.
- For health and safety issues the access to the bottom pool is now closed at night.



Some of the non-visible improvements have been:

- Electrical cabling upgrade, to be completed in 2016
- Replacement of most main water pipes to and around the resort
- Repair of a number of terraces to minimize water intrusion

2016 Plans

The whole owner community has decided to undertake major works to repair the Garage in the early part of 2016 and that we expect major disruption, noise and dust to be constant during most of January, February and March and whilst this is not under our control, we can assure you that we will try to accommodate all owners staying with us in this period as far away as possible from the main building works.

- Partial Refurbishment of six 2 bedroom apartments.
- Replacement of air conditioning in 80 apartments
- 216 new iPod Stands in lounges + bedrooms.
- Electrical Upgrade to be completed
- Fiber Backbone installation to improve WiFi.
- Installation of data cables from distribution point to each apartment to improve WiFi
- Garage refurbishment / Square H&S building works from 15th January till 29th April

SUNSET HARBOUR CLUB

From the Desk of Daniel Masot

This year is proving to be an exceptional year with everyone working very hard and the results that we are achieving, which have been outstanding up till now, surpass even 2014 when we received the Resort of the Year award.

This year we completed a full renovation of team members' changing and dining room areas as these had not been touched for many years. The result is excellent and we are now also able to conduct team member training on site, which is greatly appreciated by all.

As far as apartments are concerned, we have refurbished 10 one bedroom apartments and 1 two bedroom apartment.



2016 Plans

After a frenetic 2015, we are continuing to work on improving our resort because:

- We are going to reform a total of 9 apartments to complete blocks K and M, the dates for this to take place will be between April 18th 2016 and June 16th 2016.
- We will tile the remaining 7 gardens, thereby increasing terrace area.
- Repair of the pool to fix a leak, the whole owner's community has set the dates for this to take place during the month of May 2016
- Paint the exterior facades of the resort
- Complete of the 3 year Electrical Cabling upgrade project.
- Further improve the Wi-Fi system
- Replace new entrance doors in 40 apartments

SUNSET VIEW CLUB

From the Desk of Cristina González

In 2015 we have carried out the following improvements:

- Fully refurbished 1 one bedroom accessible apartment
- Completed the bathroom refurbishment in 3 two-bedroom apartments.
- Completed the 2nd phase of the Electrical Cabling upgrade project.
- Installed shower screens in 18 apartments.
- Completed the placement of terrace wardrobes in 10 apartments.
- Installed 10 security cameras around the resort.



2016 Plans

After a busy and successful 2015, you will all be delighted to know that there are no plans for any major building and refurbishment work to take place in 2016. We will of course continue to make improvements to the resort in order to improve or maintain the standards expected by our owners, members and guests and, amongst others, we are planning for:

- Renovation of furniture in 30 apartments.
- Full renovation of the bathrooms in two 2 bedroom apartments.
- Additional improvement to the Wi-Fi system
- Phase 3 of the Electrical Cabling upgrade. This is one of the most expensive projects ever undertaken and will complete in 2017 which then will free up funds for the apartments.

COSTA DEL SOL, BALEARICS, PORTUGAL AND ITALY

GARDEN LAGO

From the Desk of Helen Smith

Not all was under our direct control with local electrical works that were carried out in the road just in front of the restaurant for a large part of the winter. To date, whilst unconfirmed, there are strong indications that the leveled plots on the other side of the road will be developed at some stage in the near future, possibly by the supermarket chain.

The most significant outside improvement done this year has been the removal of the old pond on the pool terrace and the creation of a small ornamental garden which looks much more attractive.

A further common area improvement has been the enclosure of the swimming pool area with a transparent glass barrier thereby improving health and safety levels when the pool is unattended as highlighted in my AGM report.

As far as apartments are concerned we have been busy with furniture replacement.



2016 Plans

- Full 32" Flat screen TVs for 13 main bedrooms
- New curtains, black out blinds & pelmets for 28 lounges
- New Bathroom mirrors for 34 apartments
- Renewal of bedroom lighting in all un-refurbished apartments
- Full refurbishment in 3 Apartments (planned between January and March)
- Aluminium shutters with moveable slats for Laundry Rooms in 78 apartments
- 76 aluminium roll-up shutters for 58 twin bedrooms on exterior corridors and 18 at each end of the building
- Enlargement of pool deck

- Restaurant - 10 sets of tables and chairs for Lakeside Terrace
- H&S - change 4 boilers in poor condition in swimming pool machine room
- Improve main entrance interior lighting
- H&S - Renewal of main electrical fuse box in water pump room
- H&S - 12 Fire doors, install new extra strong automatic release door springs
- New cushions covers for Tropitone Sunbeds (Pool Only)
- Exterior painting

LOS AMIGOS BEACH CLUB

From the Desk of Elton Dalmedo

In 2015 we have:

- Fully refurbished 12 apartments
- Replaced the entrance doors to the apartments
- Installed a background music system in reception and swimming pool area
- Continued with the multiple year replacement and repair of all footpaths and corridors around the resort.
- Installed security fences and gates to the front of the resort.
- Renovated Staff changing rooms and lockers

The most colorful improvement this year has been the renovation of the children playground area which has gotten total make over and our youngest guests are delighted with the result.

The toilets at the Los Lagos swimming pool area have been renovated and elegant sunshades installed on the solarium area, both of which have been welcomed by our members and guests this past summer.



2016 Plans

Full refurbishment of 1 one-bedroom apartment, 10 two-bedroom apartments and 3 three-bedroom apartment. These works will start on the 9th of November 2015 and will be finished by the 12th of March 2016.

- Replacement of 20 air conditioning units during the course of the year 2016.
- 55 balconies to be adapted to international standards as from 1st Jan till 30th of June 2016.
- Change of walkie-talkie system to International IP Phone to start by 1st Jan and to be finished by 31st March 2016.
- Replacement of Tropitone sunbed cushions from 1st Jan to 15th June 2016.

- Floor re-tiling corridors in 3 areas: Housekeeping/water well and the area of apt 37C from 11th Nov till 2nd December 2016.
- New lift to access/connect area of 24C-60C, from 10th October to 16th December 2016.
- Solarium corridors retiling in 3 areas: water well and apartments 45-1C areas from 3rd Oct. to 19th October 2016.
- Solarium corridors retiling in 3 areas: Fountain-26E from 20th Oct to 10th Nov. 2016
- Refurbishment of the fountain and area: Plaza “Limonero” scheduled to be started on the 11th Jan and finished by 19th March 2016.
- Closure of the resort to improve security from 7th Dec to 22nd December 2016.

PALAZZO CATALANI

The most important improvement in our Italian resort has been the refurbishment of the lounge and bar area as well as the upstairs lounge.



2016 Plans

- Replace furniture and soft furnishings in all accommodations
- Refurbish kitchens, bathrooms & 7 showers
- Refurbish the reception area

ROYAL OASIS CLUB AT PUEBLO QUINTA

From the Desk of Mariana Ataide

2015 Improvements

- Fully refurbished 5 apartments
- Pruned the trees and made significant changes to the gardens
- Replaced the tiles in the restaurant terrace



2016 Plans

- 7 Apartments to be fully refurbished.
- Refurbishment of the bathrooms in housekeeping and maintenance areas
- Install handrails in all stairways of the 4 block
- Replacement of cushions on terrace furniture
- New A/C units for apartments OA2 - 1A2 - 2A2

SAHARA SUNSET

From the Desk of Alexandra Barham

2015 Improvements

- Fully refurbished 15 apartments in Royal Sierra
- Made the entrance and access to Royal Sierra easier
- Placed a glass fence around both swimming pools for health and safety reasons.
- Painted the exterior of Royal Palm building

The most innovative and practical improvement this year has been the installation of an elevator in Royal Sierra making all apartments in this building easily accessible by using the empty gap in the staircase.

The most visible transformation has been the placement of the glass fence around the pool, to enable this area to close at night when there are no pool guards on duty.



2016 Plans

Not only have we planned to fully refurbish more apartments but 2016 will be the year of the refurbishment of the Casbah, our onsite bar/restaurant.

- Full refurbishment of 13 apartments in Royal Oasis (completed by 16 March 2016)
- Refurbishment of the Casbah bar and restaurant. (January 11 to March 31 2016)
- Renovation of team member areas for health and safety reasons
- Create additional sunbathing space
- Painting of Royal Oasis block (February 2016)
- Renew floor tiles of corridors on all ground floor levels in Royal Garden (January and February 2016)
- New Air conditioning for reception
- Floor and stairs to access Royal Oasis to improve safety (January and February 2016)
- New floor and stairs for the gate access between Royal Palm and Royal Oasis (January to March 2016)
- New sun pergola for Royal Mirage solarium to cover the whirlpool. (May 2016)
- Tropitone cushions for sunbeds in the Royal Garden pool
- New awnings for all apartments in Royal Oasis

VILAR DO GOLF

From the Desk of Ana Simoes

We have been very busy with the improvement of the exterior area of the Reception building. A pathway was created in the back of the building to resolve the leaking problem into the basement service areas. Also the accessibility ramp floor was renovated and a handrail installed.

Additionally, we have made improvements to the gym, pool and changing rooms in the pool area as well as:

- Solar Panels have been installed in the swimming pool building
- Renovation of the resort exterior lighting. New lamps, energy saving.
- Replacement of the villas wooden pergolas with an aluminium model.
- Refurbishment of 30 villas terrace floors
- Samsung Digital TVs for the villas living rooms
- Replacement of the Air Conditioning System in the Restaurant & Meeting Room
- Tropitone Sunbeds for the pool area

The most visible change can be seen in our Birdie Lounge, the coffee shop next to reception, which has now been fully refurbished and has been converted to a lounge overlooking the Quinta do Lago Golf Course. It offers snacks, light lunches, drinks and, as always, and the best Portuguese coffee.



2016 Plans

- Villas terrace floor tiles renovation to complete
- Villas entrance doors
- Improvement of staff changing rooms
- Install new flooring behind reception counter and officesGym Air conditioning system
- Restaurant wood terracefurniture
- Restaurant covered terrace furniture (lounge)
- Replacement of restaurant sliding doors

WHITE SANDS BEACH CLUB

From the Desk of Begoña Aguirre

The most visible outside improvement completed in 2015 has been the creation of various vertical small ornamental gardens on various white walls around the resort, which make them look much more attractive.

Further common area improvements have included the creation of new ramps for laundry and accessibility to 703, repair and renovation of solariums and stairs of 515, 524 and 614 as well as the exterior painting of block 5 and the enlargement of the terraces in 510 and 511, not to forget the installation of an electronic key card system for all apartments.

As far as apartments are concerned, we have fully renovated seven apartments this year, amongst them the first ever renovated studio.



2016 Plans

After a very busy 2015, you will all be delighted to know that we will undertake the following works in 2016:

- Full refurbishment of two 1 bedroom apartments
- Full refurbishment of six 2 bedroom apartments
- Exterior painting program for block 5 (510, 512, 515) (February to April)
- Roof retiling in block 5 (501-505).
- Ccomplete installation of aluminium doors in the main square apartments
- Replacement of sun bed cushions in the pool area and square
- Ramp from reception to the pool to improve accessibility
- Solarium waterproofing, flooring and stairs, 6713, 6714 and 6715
- Glass fence for terraces of 401 and 510
- Creation of a Mini-golf area behind the block 500 (February to April)

FRANCE

LE CLUB MOUGINS

From the Desk of Richard Tribut

After refurbishment of 41 apartments, major refurbishment works started in September 2015:

- Façade painting of all the buildings
- Retiling of all the exterior corridors including the concrete staircases
- Renovation of the reception area
- Renovation of the bar and restaurant including the outside terrace, which will be raised to improve access
- Installation of an elevator to improve accessibility to the reception and restaurant
- Renovation of storages and offices



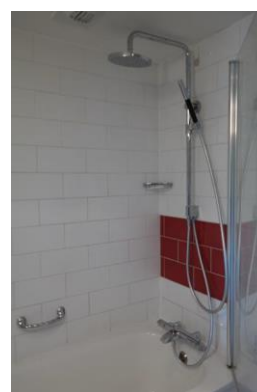
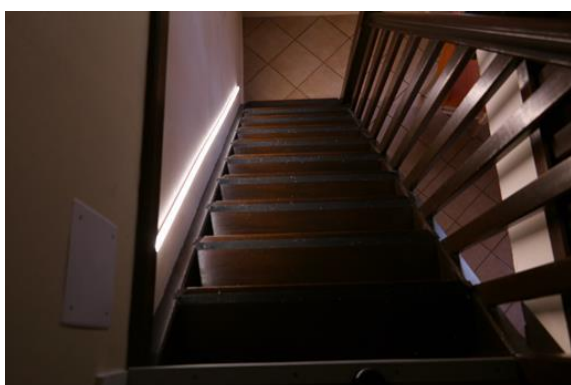
2016 Plans

- Roof cleaning
- Accessibility works in courtesy room and laundry

LA RÉSIDENCE NORMANDE

From the Desk of Vivien Varoqui

- Automatic lighting on stairs in accommodations
- Replacement of shower system with thermostatic taps



2016 Plans

- Replace sofa beds in 14 accommodations
- 15 new armchairs
- Indoor pool area refurbishment

- New laundry area for guests
- Refection of the enclosure wall in the parking area

LE MANOIR DES DEUX AMANTS

From the Desk of Vivien Varoqui

- Partial refurbishment of 22 apartments in line with Normandy rustic style
- Refurbishment of Reception Lounge



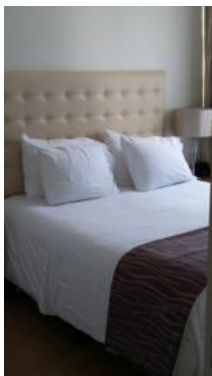
2016 Plans

- Partial refurbishment in 5 accommodations to complete all
- Indoor pool area accessibility and refurbishment
- Refection of the enclosure wall in the parking area
- Refurbishment of the corridors - Buildings A and B
- Key cards for apartments
- 26 Diamond standard double beds
- iPod docking stations for 12 lounges & 6 bedrooms

ROYAL REGENCY

From the Desk of Kheira Bekhira

In 2015, 18 apartments were fully refurbished.



2016 Plans

- Full refurbishment of 21 accommodations

- New launderette
- Condominium works : Waterproofing of roof terraces
- TV system update
- CCTV System
- New IPod docking stations
- Main lobby

AUSTRIA AND UNITED KINGDOM

ALPINE CLUB

From the Desk of Doris Moessinger

In 2015 we have:

- Full refurbishment of 7 apartments
- The most visible change this year without any doubt has been the repair of balustrades and repainting of the entire back facing façade of house 1. The intention is to continue this process in years to come on the front facing façade and then to move to house 2.
- Totally replaced the Swimming Pool Filter & Heating system and I am very happy to say that the temperature now is constant. I know some members would like to have it 2 or 3 degrees warmer, but we are bound to legislation as to how hot we are allowed to heat the water.
- We have also done extensive renovation to the car park and roads and decided to paint clear markings, and arrows to ease the traffic flow to avoid some of the confusion of earlier years.



2016 Plans

- Full refurbishment of three 1 bedroom apartments (09 April to 01 July 2016)
- Full refurbishment of one 2 bedroom apartment(09 April to 01 July 2016)
- Fire Safety Staircase House I and the Reception Area
- Elevators I+II - replacement of inside cabin safety doors with stainless steel
- Key card System

BROOME PARK GOLF AND COUNTRY CLUB

From the Desk of Max Tanner

- Restaurant changed hands in February 2015, from Chives to Callisters. Since then, a new head chef, pastry chef, and commis chef have all been taken on, and the guest feedback has been very positive. Opening hours have also been extended, and the prices are lower than they were before.

- Brand new ACV 210 litre High Recovery Hot Water Cylinder that is a very efficient hot water storage tank. This puts far less strain on the boilers, which in turn reduces energy bill
- Pool liner has been replaced with one which is twice as thick.
- The marquee bar has been completely redone, with new lighting, beer fonts and shelving. The panelling has been sanded and painted.



2016 Plans

- Key card system in 17 apartments

CROMER COUNTRY CLUB

From the Desk of Kelly Howe

The most visible change this year is the total make over and transformation of our food and beverage area: The Amber Bar and Restaurant was last refurbished 15 years ago and was definitely well overdue a facelift. It has been transformed from a very dark and dull facility into a modern, stylish, light, and welcoming facility for all our owners, members and guests to use and enjoy.

Further improvements this year have included:

- Four 2 Bedroom accommodations will be completed before the end of December-
- New furniture in bedrooms of 4 accommodations
- 1 Chest Press machine for the Gymnasium
- 1 Abdominal machine for the Gymnasium
- Drain remedial works
- Installation of fibre optic internet line for increased Wi-Fi bandwidth



2016 Plans

We will of course continue to make enhancements and we are planning for:

- Continued drain remedial work around the main building and restaurant (April- May 2016)
- Full renovation of two Studios (Autumn 2016)
- Full renovation of one 2 bedroom apartment (Autumn 2016)
- Full renovation of one 3 bedroom apartment (Autumn 2016)
- Replacement of Air Condition system in reception area
- Partial furniture replacement in 5 apartments

THE KENMORE CLUB

From the Desk of Alexa Moran

The most visible outside change this year is without a shadow of a doubt the work that commenced in September on the extension of the restaurant and a total transformation of the resort reception. It is amazing to see how quick the work is being done thanks to better than expected weather. These areas will be opened as scheduled, prior to Easter 2016.

Further improvements this year have included:

- Fully renovated 2 cottages this year
- 5 new kitchens
- New swimming pool steps
- Replacement of carpets in 2 cottages
- New housekeeping laundry machines
- Commencement of external lighting replacement across the resort
- Balcony cottage repairs and replacement decking in several buildings



2016 Plans

- Full refurbishment of two 2 bedroom cottages (Autumn 2016)
- Full refurbishment of two 1 bedroom cottages (Autumn 2016)
- New carpets in three 1 bedroom cottages (December 2016)
- New resort entrance fencing (7 to 18 March 2016)
- The completion of the new restaurant and reception (To complete before Easter 2016)

PINE LAKE RESORT

From the Desk of Ian Harrington

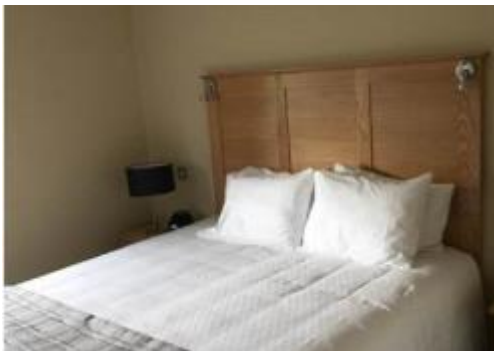
Whilst renovation of the lodges is always on the top of the list when it comes to planning our yearly refurbishment plans, we do spend a lot of time on upgrading or replacing smaller items or indeed

installations that are seldom seen but which are vital to the general upkeep of the resort. Amongst others in 2015 we have completed the following:

- Fully renovated 5 lodges
- Phase 3 of road and path way works
- Crazy golf course
- Landscaping
- Led lighting throughout resort
- Patio for studios 1 to 5

The most visible outside change this year has been the resurfacing made to all roads at the resort and the improvements made to the gardens, both of which have raised the first impression of the resort significantly.

Further renovations and projects this year have been to redecorate the restaurant and bar areas, predominantly new tables and more comfortable chairs and the relocation and expansion of the Gymnasium Area within the Leisure Center.



2016 Plans

- Full refurbishment of 4 lodges (January to March 2016)
- Exterior Painting of lodges 201 to 220 (April 2016)
- Installation of a Key Card system
- Purchase and installation of a swimming pool cover
- Complete phase 4 of the road and path improvement (February to May 2016)
- Remove moss from the roofs of 60 lodges (April 2016)

THURNHAM HALL

From the Desk of Rosario Seabra

The most visible change this year can be found in our indoor swimming pool and spa area which underwent a large renovation including replacement of the whirlpool and lowering it significantly to make access easier as well as renovation of the Sauna, Gym area and creation of poolside showers.

Further improvements this year have included:

- Fully refurbished 6 accommodations
- A small but very impacting transformation of the resort reception desk.
- Repair and restoration of the car park wall.
- Installation of new heaters in the Mansion House
- Replacement of windows in the Dover House

- Replacement of sofas in the Tarnbrook accommodations
- Replacement of hobs in 25 kitchens.

No update could be complete without mentioning the new franchise of our Restaurant and bar. The team of the Stork at Thurnham Hall has quickly become part of the overall Thurnham family and they are always eager to please and produce wonderful food and great service in a beautiful setting.



2016 Plans

We are planning for:

- Partial refurbishment in 6 accommodations (from 26 April to 15 July)
- Full refurbishment of 2 accommodations (from 26 April to 15 July)
- New sliding door for the Leisure centre
- Replacement of kitchen floor in the Tarnbrook accommodations
- First stage of the road works – main drive
- Soft reception in the Mansion Hall

WOODFORD BRIDGE COUNTRY CLUB

From the Desk of Bektas Ketenci

This year we have worked on the:

- Refurbishment of 7 lodges
- Installation of fibre optic internet line for increased Wi-Fi bandwidth
- Car park and pathway resurfacing
- Leisure Centre – HVAC & Backwash systems
- Repaint of the squash courts
- Children's play area

The most visible change this year without any doubt is the restoration and repair of the ponds and river at the resort following the flooding several years ago. This work is well underway and I am convinced the end result will look very good.



2016 Plans

- Full refurbishment of 9 accommodations (10 of March to 15 of May 2016)
- Complete the Thatch roof repair main building (April 2016)
- Complete Phase 2 of Fire Alarm System in reception, restaurant and kitchen; February 2016
- Replacement of Carpets in Club suite and apartments corridor, stairs and hallways (23 February to 06 March 2016)
- Exterior painting of main building (April and May 2016)
- Improve the Exterior Lights at the top of resort at back near woodlands (April and May 2016)

WYCHNOR PARK COUNTRY CLUB

From the Desk of Louisa Herrero

The following works have been carried out at Wychnor in 2015:

- Courtyard pathways have been re-tarmaced
- Maintenance tipping trailer has been replaced
- Work currently being done to 3rd green of golf course
- Equipment purchased to improve golf course
- Replaced poolside lockers and 2 pieces of gym equipment
- Outdoor table tennis purchased
- New housekeeping storage shed



2016 Plans

- Full refurbishment of 14 apartments
- Repairs to paving, stones at side of hall
- Refurbish steam room including steam generator and sauna

- Replace blown glass in poolside windows
- Replace leisure centre fire door
- Stain Log Cabin Exterior Woodwork 8 - 19 inclusive 1 & 2 Bed Log Cabins
- Repair render to mansion house per condition survey
- Render to works to elevation 2 and Left hand façade column Main House
- Brickwork to offices to be repointed & removal of ivy growth

CANAL BOATS

We have signed off 2 new canal boats: Oxford Castle and Rufus Castle.

