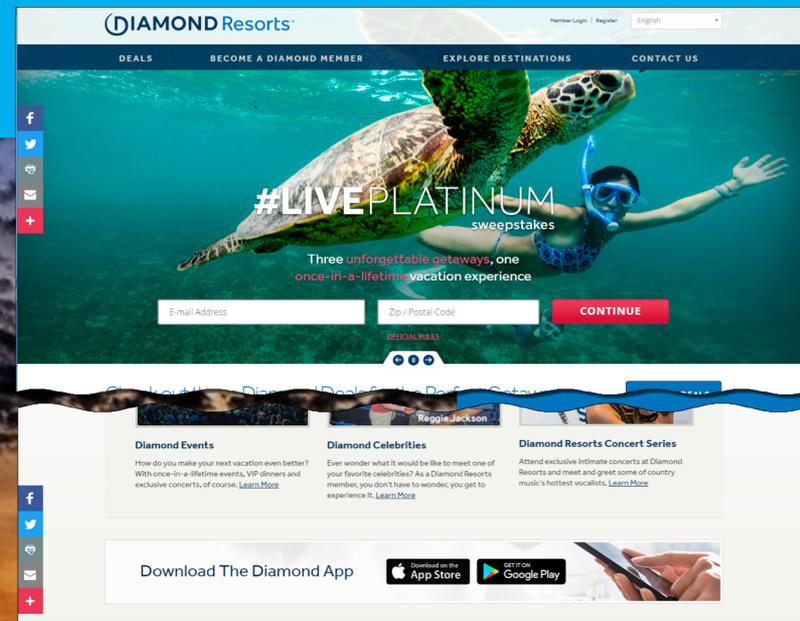


Your Diamond App: New Features and Functionality

Downloading the App

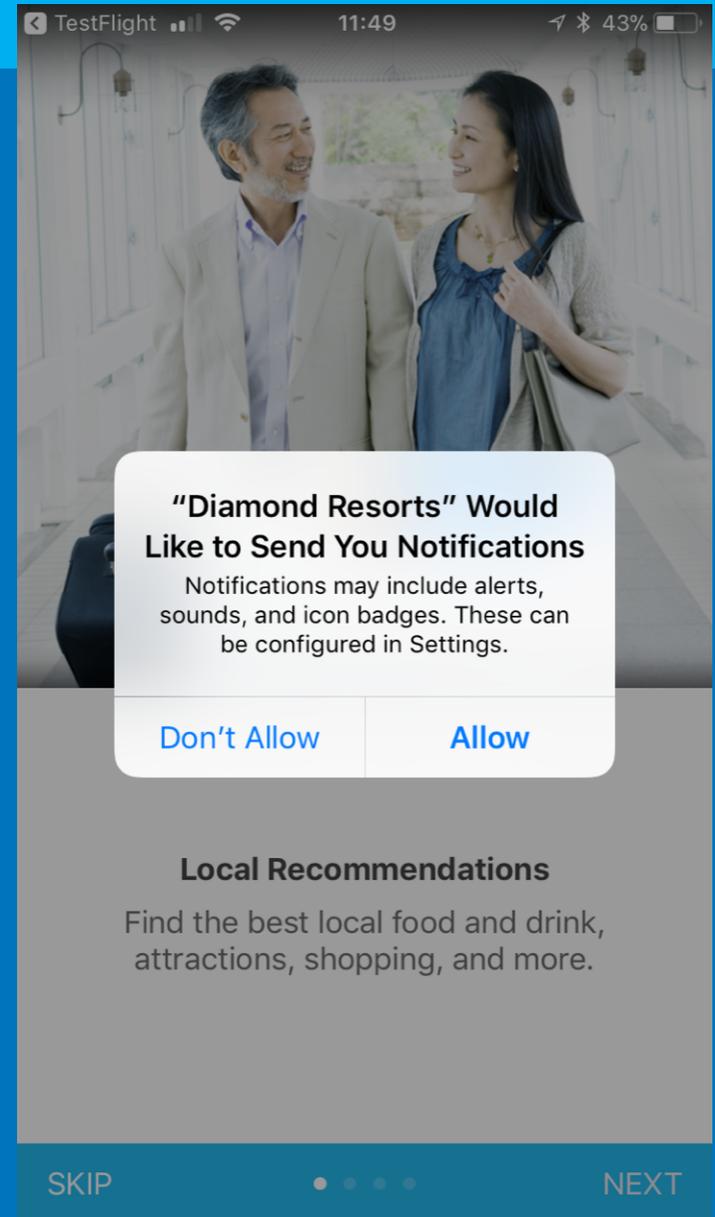
- You can find the Diamond App by opening the link on the home page of DiamondResorts.com (as well as Reservation Confirmation letters, pre-arrival emails) or by searching for “Diamond Resorts” in the Apple Store or the Google Play store.



First Time Opening the App

- The first time you open the app after downloading, you will be presented with a set of welcome screens that introduce the main features of the app.
- For Apple devices, you will also be asked to accept App Notifications.

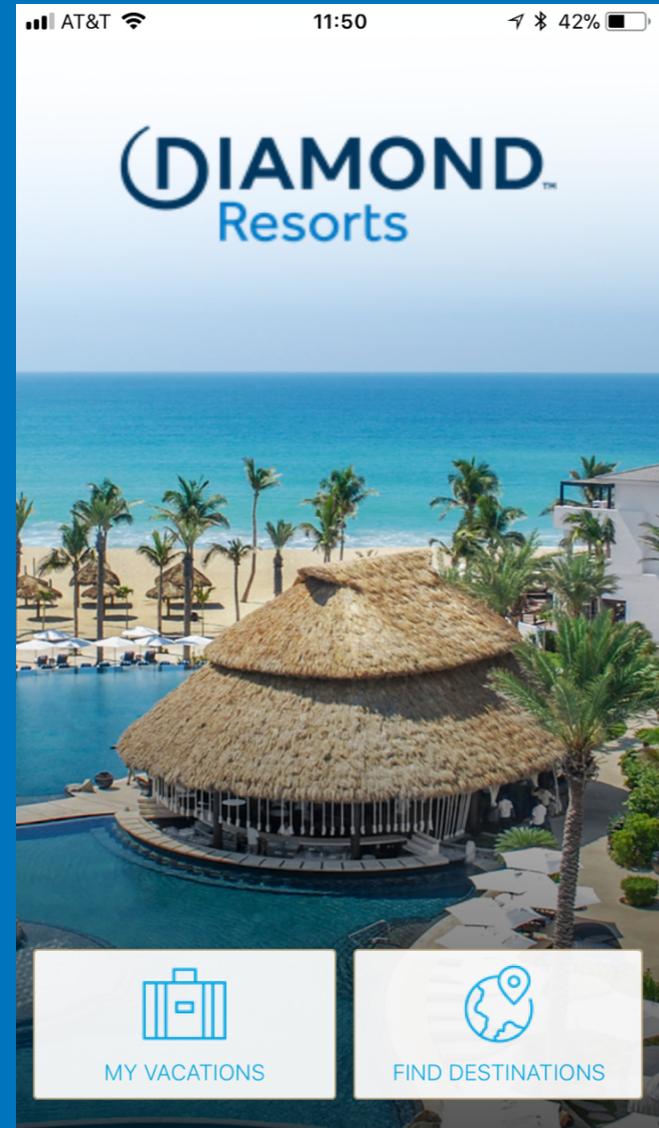
Choose “Allow” in order to take advantage of all features of the app.



Home Page

- After the welcome screens, you will be taken to the Home Page.
- This is the page you will see from now on each time you re-open the app.
- On this screen, you can either:
 - Tap on **"My Vacations"** (you will be asked to log on)
 - Tap on **"Find Destinations"** and go browse through our portfolio of properties

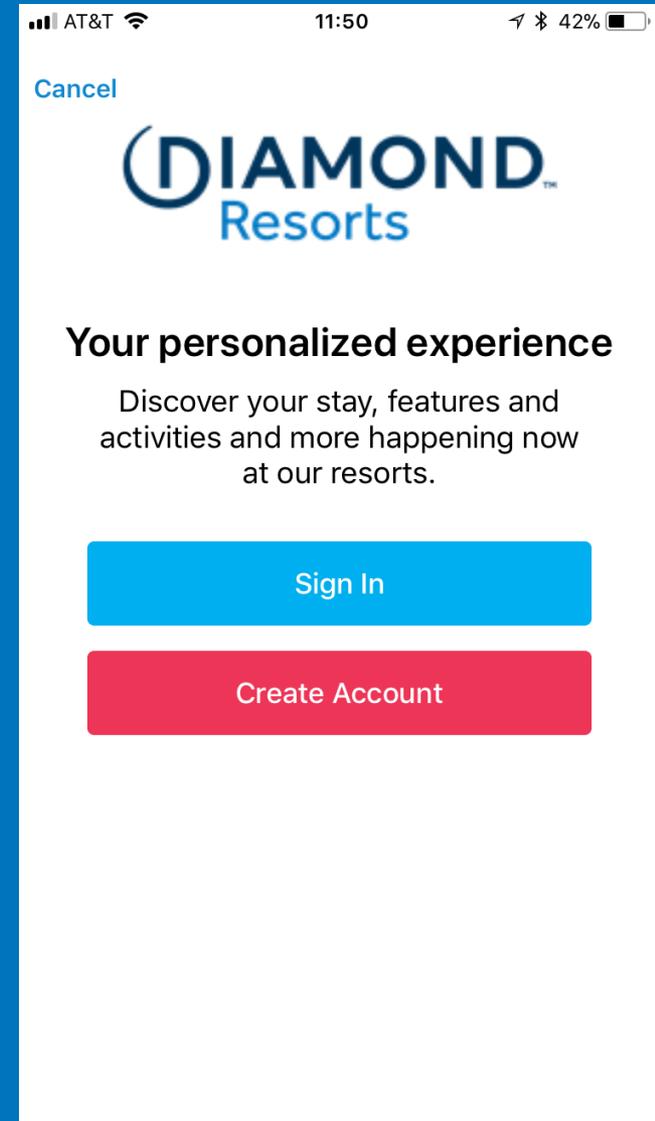
(Note: you do not need to log on in order to browse through the properties).*



Secure Login

- If you tap on My Vacations, and you have not yet signed on to the app, you will be asked to Sign In.
 - If you already have a Diamond Resorts username and password^(*), tap on **"Sign In"**.
 - If you do NOT have a username or password with Diamond Resorts yet, you can tap on **"Create Account"**

(*) The Diamond Resorts username and password is the same that owners and members use when they log on to DiamondResorts.com;

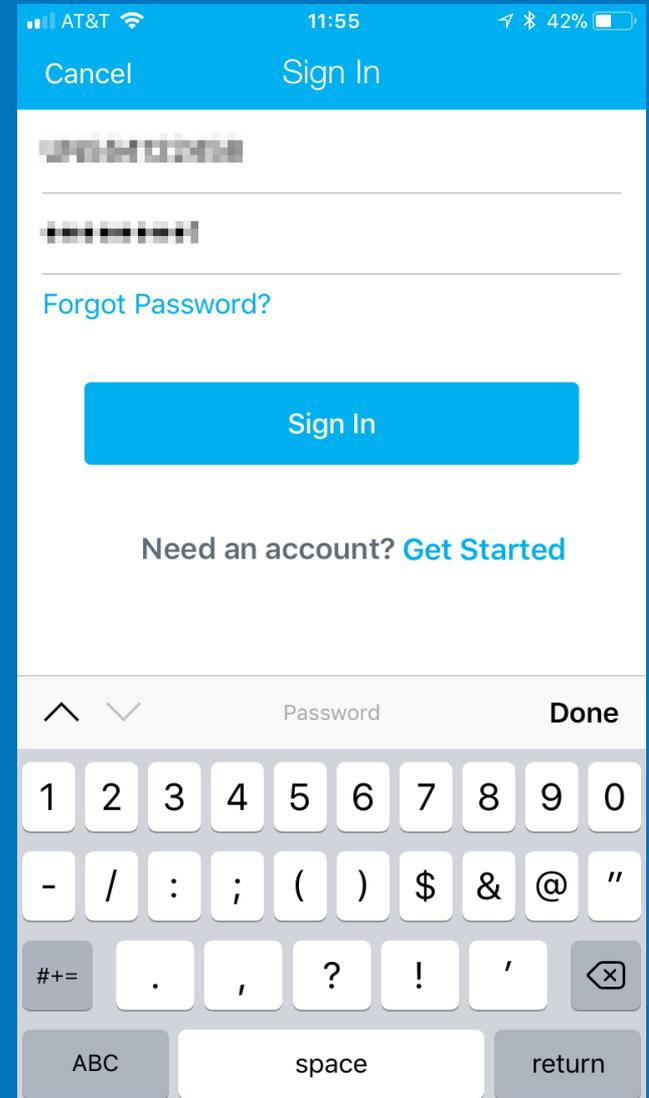


Sign In

- If you choose **"Sign In"** you will be taken to the Sign In screen.
- Enter your Diamond Resorts username and password, and tap on the **Sign In** button.
- If you forgot your password, you can tap on **"Forgot Password"**.

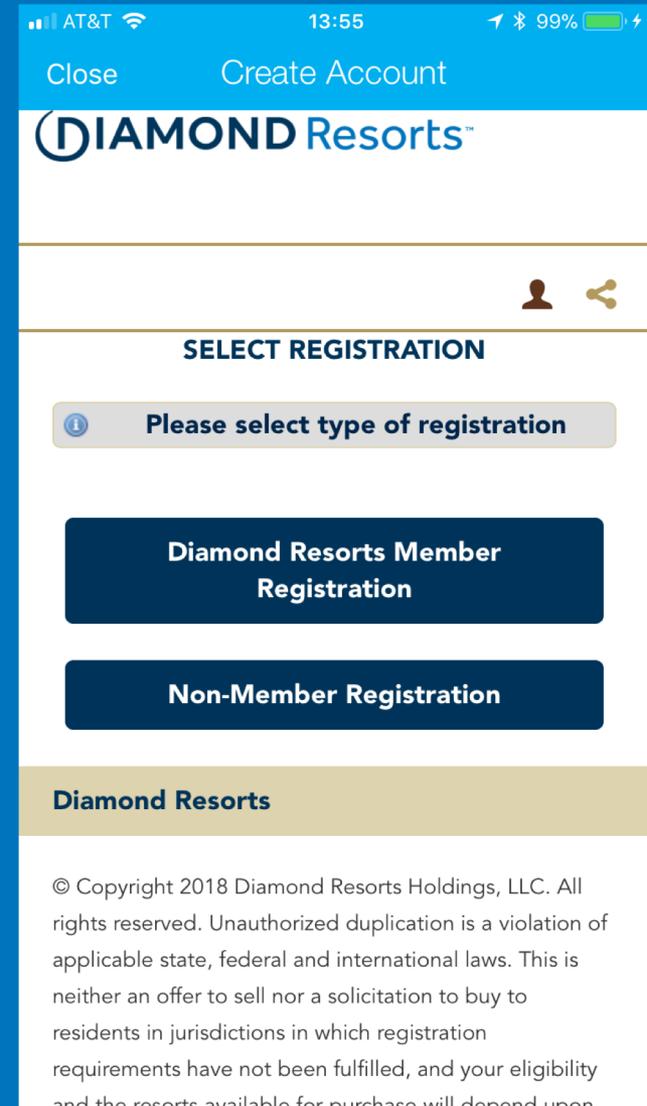
This will take you to the DiamondResorts.com Password Reset screen inside the app. The process from here is exactly the same as if you were on the Member website.
- If you do not have an account, you can tap on **"Get Started"**.

This will take you to the DiamondResorts.com Password Reset screen inside the app. The process from here is exactly the same as if you were on the Member website.



Create Account

- If you choose “**Create Account**”, you will be taken to a screen where you will choose your type of registration based on whether you are a Diamond Resorts Owner or Member, or a Non-Member.



Create Account: Member Registration

- If you are a Diamond Resorts Member or Owner, the registration process is identical to the one on DiamondResorts.com.

*Note the majority of members should already have an account as it is created when your membership is first activated.

Close Create Account

DIAMOND Resorts™

SECURE MEMBER REGISTRATION

We need to identify your membership.

First Name

Last Name

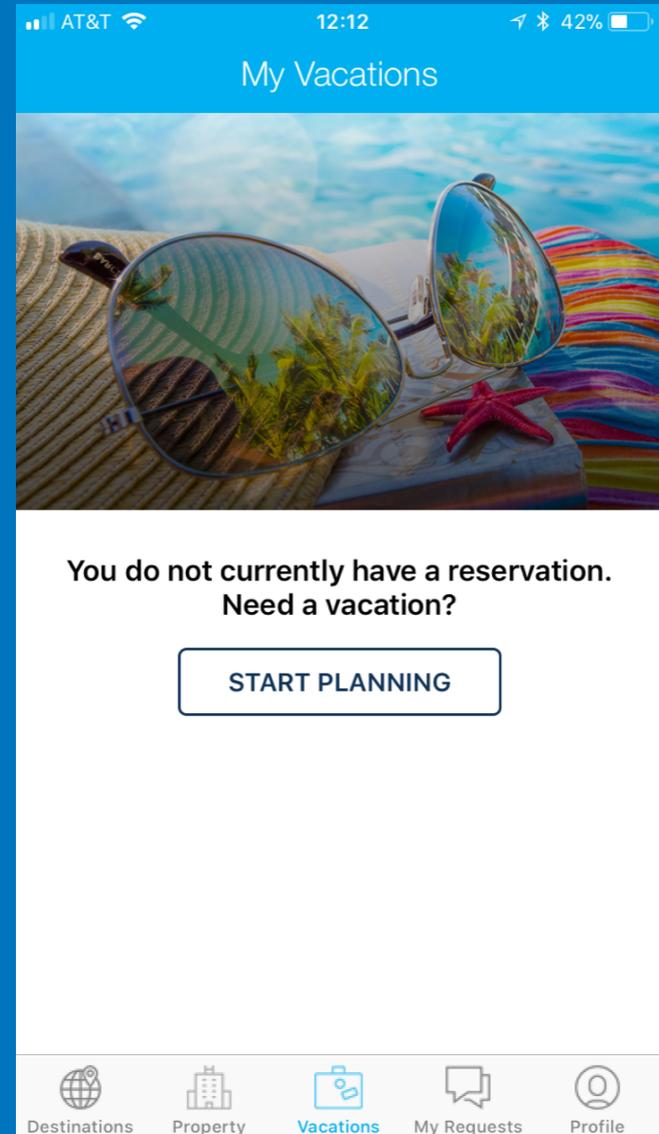
We need to verify your account. Please enter your Membership # or Contract # along with a Zip/Postal Code or Phone Number:

Membership # (ex 9-1234567)

Contract/Account #

My Vacations: Start Planning

- Once you have successfully signed on, if you started the Sign In process from the “My Vacations” button on the Home Page, you will be automatically taken to the **My Vacation** page.
- If you do NOT have any current or future reservations, you will see the “**Start Planning**” button, which will take you to the Destinations browser screen.
- From there you can search for your favorite destination and book your next vacation.

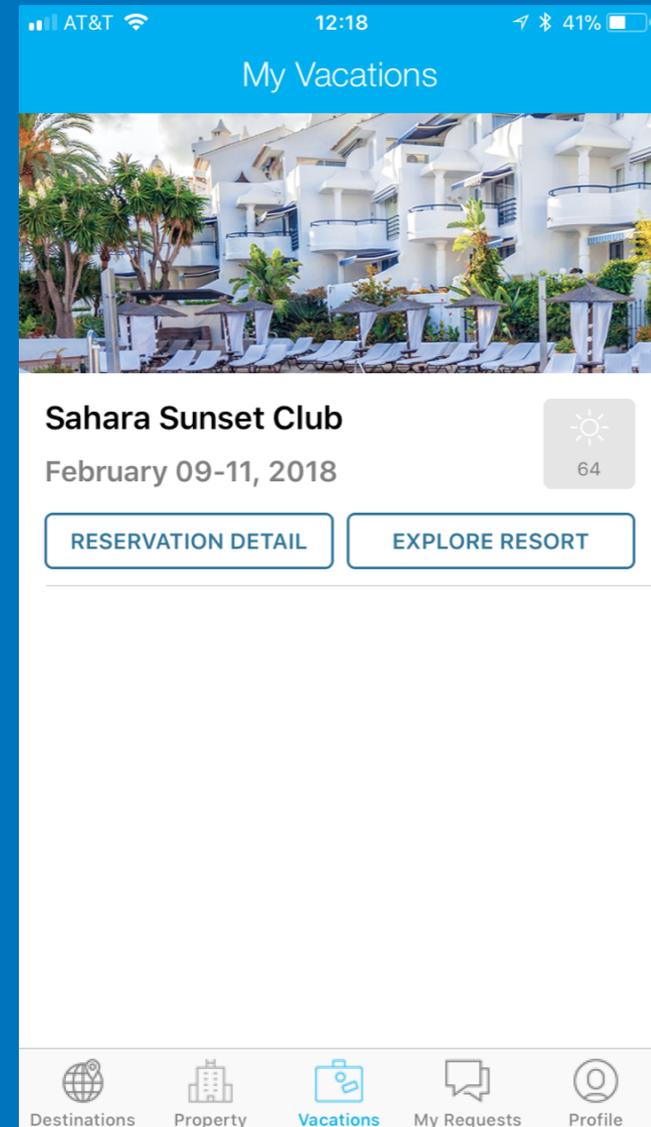


My Vacations

- On the “My Vacations” page, if you have one or more current or future reservations (“checked in” or “open”), they will be shown on the screen. (*)

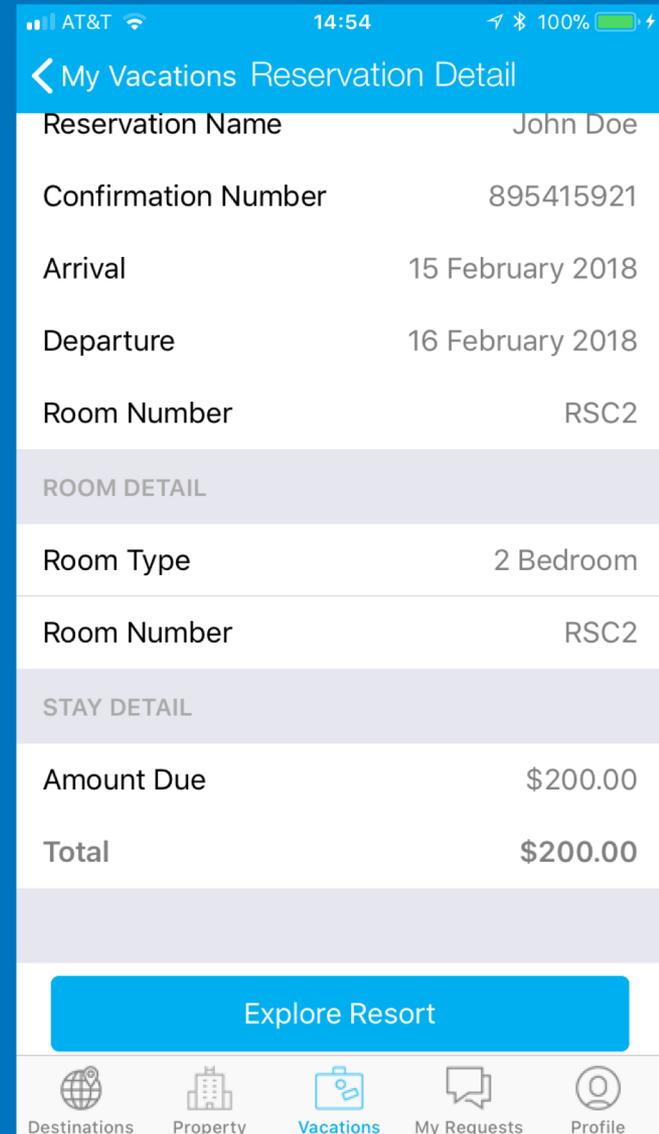
(*) If the reservation’s Property is NOT part of the app, as is the case with several Affiliates and some Diamond Resorts locations, then the reservation will not show on this list.

- For each reservation, you will be able to:
 - Tap on “**Reservation Detail**” and see more information on that stay, as well as pre-register or check out.
 - Tap “**Explore Resort**” and go to the main Resort page for the property on the reservation
 - See the expected weather at that destination during the date of the stay.



My Vacations: Reservation Detail

- The **Reservation Detail** screen shows you more information about the stay.
- The **Room Number** will **ONLY** be shown on Checked-In reservations.
- The **Amount Due** and **Total** fields show the current Folio Balance on the reservation.
- Below the stay detail, you will see one of three options:
 - **“Pre-Arrival Planning”** button
 - **“Explore Resort”** button
 - **“Check Out”** button.



My Vacations: Reservation Detail

If your reservation is Open and it arrives within 28 days, you will see the “**Pre-Arrival Planning**” button

The screenshot displays a mobile application interface for 'My Vacations Reservation Detail'. The status bar at the top shows AT&T service, 14:46, and 100% battery. The title bar contains a back arrow and the text 'My Vacations Reservation Detail'. The main content area lists reservation details: Reservation Name (John Doe), Confirmation Number (895415927), Arrival (16 February 2018), and Departure (18 February 2018). Below this, a 'ROOM DETAIL' section shows Room Type (Studio). A 'STAY DETAIL' section shows Amount Due (\$0.00) and Total (\$0.00). A prominent blue button labeled 'Pre-Arrival Planning' is located at the bottom of the reservation details. The bottom navigation bar includes icons for Destinations, Property, Vacations (highlighted), My Requests, and Profile.

Reservation Name	John Doe
Confirmation Number	895415927
Arrival	16 February 2018
Departure	18 February 2018
ROOM DETAIL	
Room Type	Studio
STAY DETAIL	
Amount Due	\$0.00
Total	\$0.00

[Pre-Arrival Planning](#)

Destinations Property **Vacations** My Requests Profile

My Vacations: Reservation Detail

If your reservation is Checked-In but not due to check out today, you will see the **"Explore Resort"** button.

The screenshot shows a mobile application interface for 'My Vacations Reservation Detail'. The status bar at the top indicates AT&T service, 14:54, and 100% battery. The title bar shows a back arrow and the text 'My Vacations Reservation Detail'. The main content area is divided into sections: Reservation Name (John Doe), Confirmation Number (895415921), Arrival (15 February 2018), Departure (16 February 2018), and Room Number (RSC2). Below this is a 'ROOM DETAIL' section with Room Type (2 Bedroom) and Room Number (RSC2). The 'STAY DETAIL' section shows Amount Due (\$200.00) and Total (\$200.00). A large blue button labeled 'Explore Resort' is positioned at the bottom of the main content area. The bottom navigation bar includes icons for Destinations, Property, Vacations (highlighted), My Requests, and Profile.

Reservation Name	John Doe
Confirmation Number	895415921
Arrival	15 February 2018
Departure	16 February 2018
Room Number	RSC2
ROOM DETAIL	
Room Type	2 Bedroom
Room Number	RSC2
STAY DETAIL	
Amount Due	\$200.00
Total	\$200.00

Explore Resort

Destinations Property Vacations My Requests Profile

My Vacations: Reservation Detail

If your reservation is Checked-In, AND it is due to check out today, you will see both the **Explore Resort** and **Check Out** buttons.

AT&T 14:59 100%

< My Vacations Reservation Detail

Arrival	11 February 2018
Departure	15 February 2018
Room Number	23210

ROOM DETAIL

Room Type	2 Bedroom
Room Number	23210

STAY DETAIL

Amount Due	\$0.00
Total	\$0.00

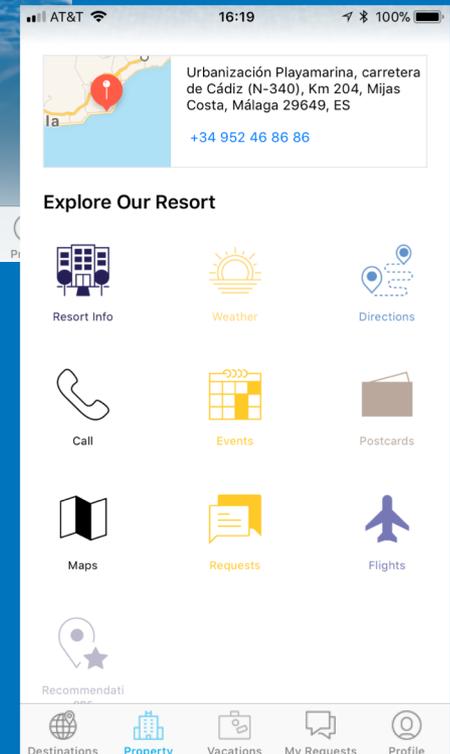
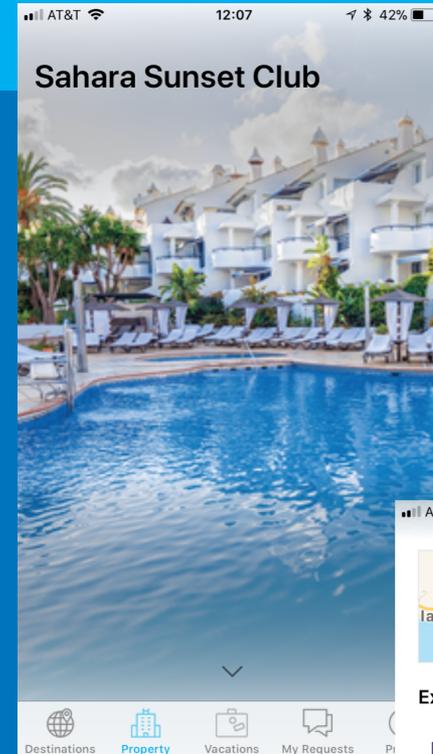
Explore Resort

Check Out

Destinations Property Vacations My Requests Profile

Explore Resort

- If you tap on the “**Explore Resort**” button on the My Vacations Page, or Reservation Detail page, you will go to the Resort page for that reservation.
- The Resort page will always show:
 - A full-screen resort picture
 - the address of the resort and location on the map
 - the “**Explore Our Resort**” section, featuring the same categories that the app offers today, but in a different, friendlier layout.



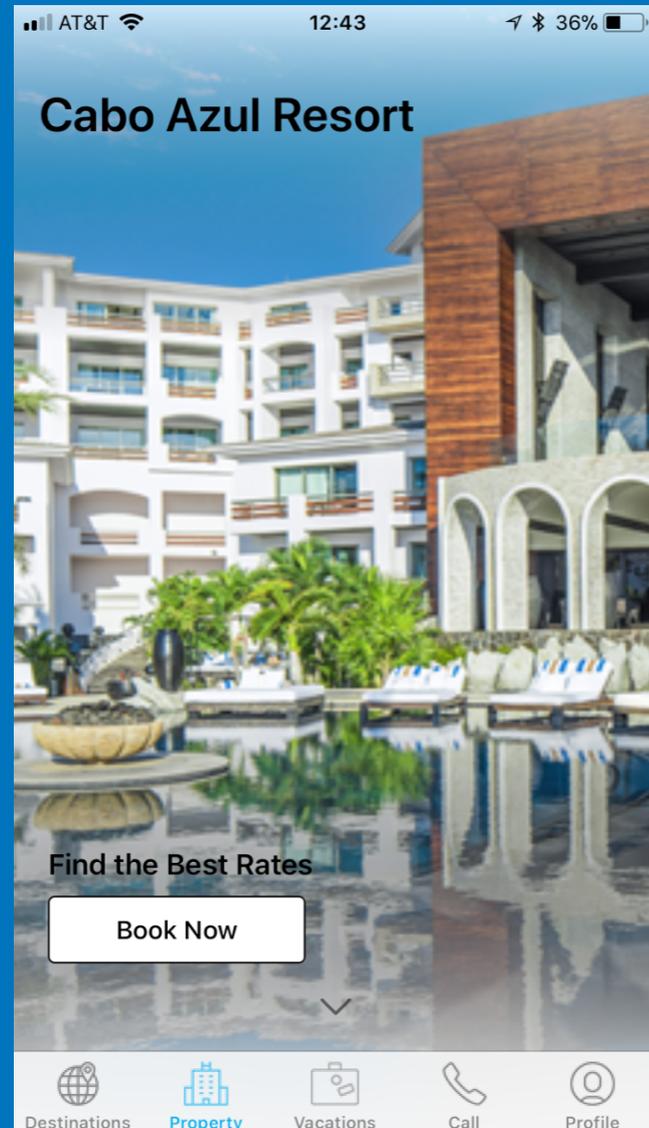
Explore Resort

The Resort page will also show other options, depending on whether you are logged on or not, and whether you have a reservation for that resort or not.

- If you are logged on and do NOT have a reservation (current or future) for that resort,

OR

If you are *not* logged on the app and just exploring resorts, then you will see the **"Book Now"** button. This will allow you to book a new reservation for that property.



Explore Resort

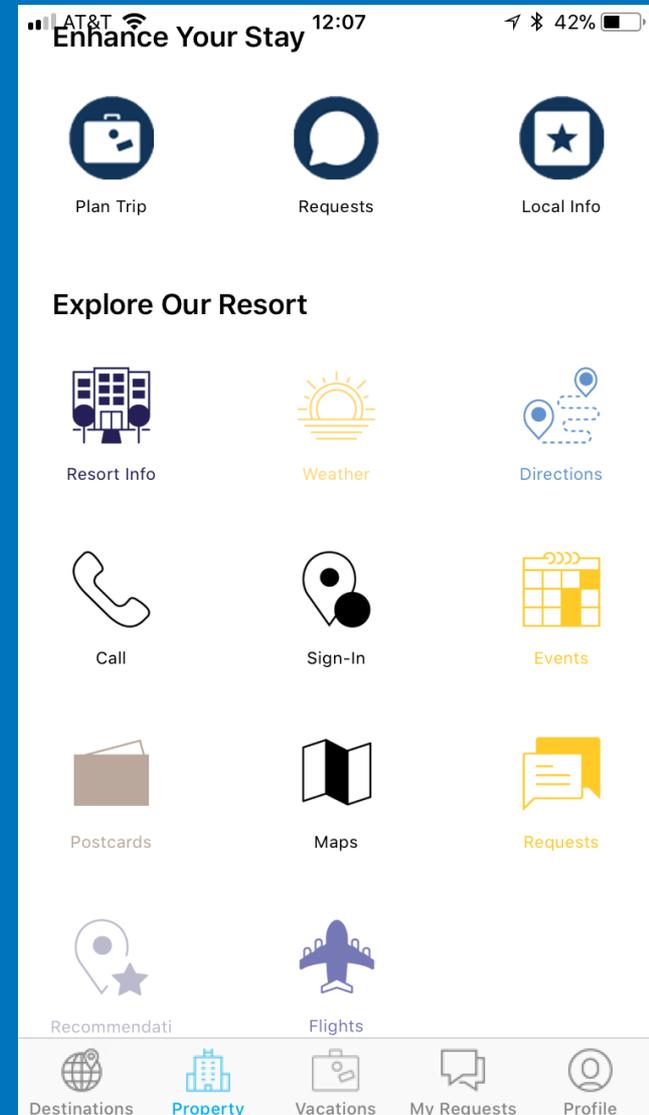
- If you are logged on and you DO have a reservation for that property, then you will see a section called **“Enhance Your Stay”**.

This section will show:

- **“Plan Trip”** button, if your reservation is Open and arriving within 28 Days. This will take you to Pre-Arrival Planning.

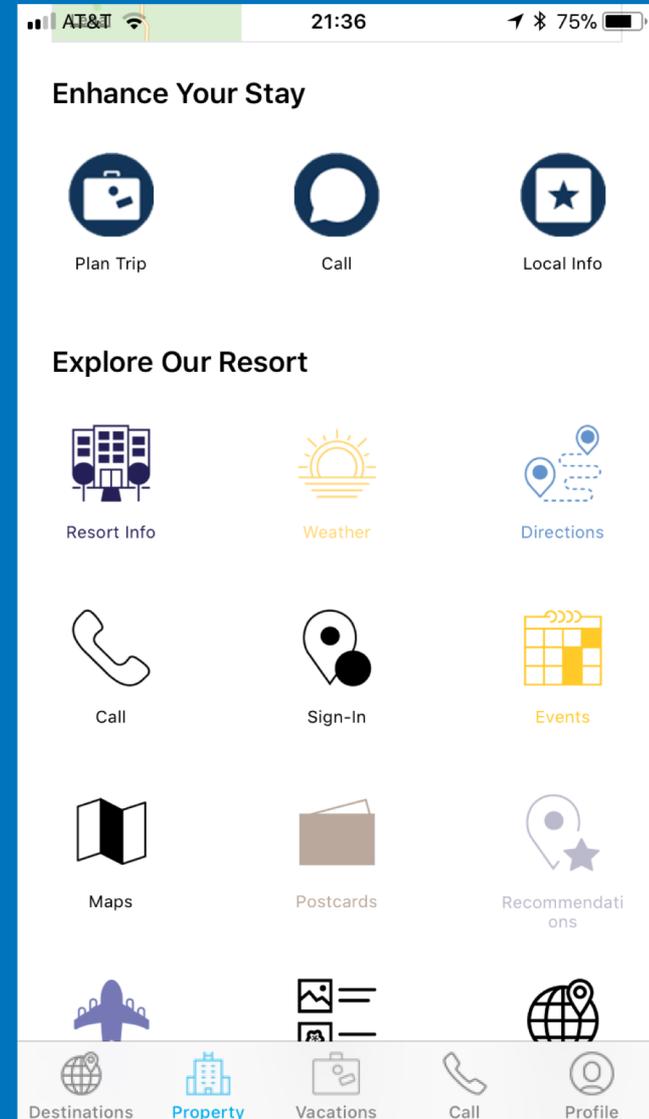
OR

- **“Check Out”** button if your reservation is Checked-In and is eligible to be checked out today.
- **“Requests”, “Call”** or **“Local Info”** button, which will take you to view local recommendations for the area surrounding the Resort.



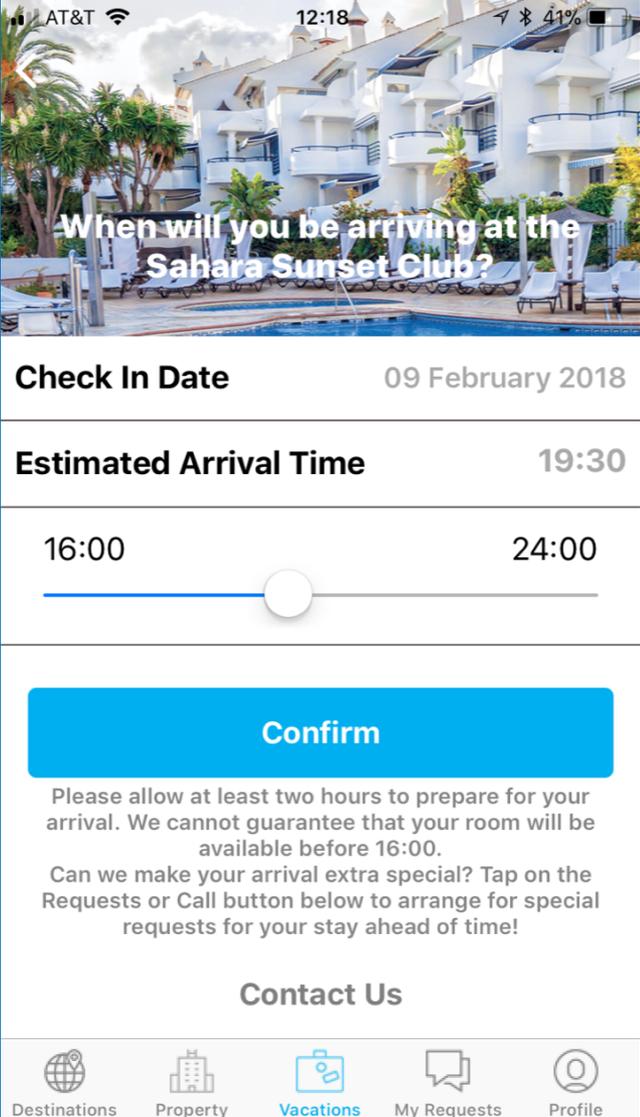
Pre-Arrival Planning: Plan My Trip

- If you tap on the “**Pre-Arrival**” planning button on the Reservation Detail screen, you will be taken to that reservation’s Resort page.
- On that page, you will see a section called “**Enhance My Stay**”
- In that section, tap the button called “**Plan Trip**”



Pre-Arrival Planning: Plan My Trip

- On the Pre-Arrival Planning screen, you can select your expected Arrival Time at the resort on the day of check-in, by moving the slider (in increments of 30 minutes).
- This information will be sent to the resort's front desk team, and your reservation will be considered "pre-registered".



The screenshot shows a mobile app interface for pre-arrival planning. At the top, there's a header image of a resort with a pool and lounge chairs, overlaid with the text "When will you be arriving at the Sahara Sunset Club?". Below the image, the "Check In Date" is set to "09 February 2018". The "Estimated Arrival Time" is currently set to "19:30". A slider below this allows selection of an arrival time between "16:00" and "24:00". A blue "Confirm" button is positioned below the slider. Underneath the button, a message states: "Please allow at least two hours to prepare for your arrival. We cannot guarantee that your room will be available before 16:00. Can we make your arrival extra special? Tap on the Requests or Call button below to arrange for special requests for your stay ahead of time!". At the bottom, there's a "Contact Us" section and a navigation bar with icons for Destinations, Property, Vacations, My Requests, and Profile.

AT&T 12:18 41%

When will you be arriving at the Sahara Sunset Club?

Check In Date 09 February 2018

Estimated Arrival Time 19:30

16:00 24:00

Confirm

Please allow at least two hours to prepare for your arrival. We cannot guarantee that your room will be available before 16:00.

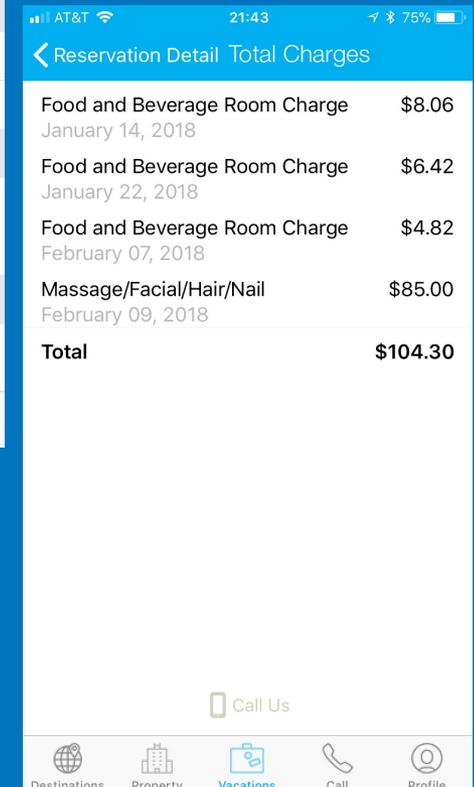
Can we make your arrival extra special? Tap on the Requests or Call button below to arrange for special requests for your stay ahead of time!

Contact Us

Destinations Property Vacations My Requests Profile

During the Stay: View Folio

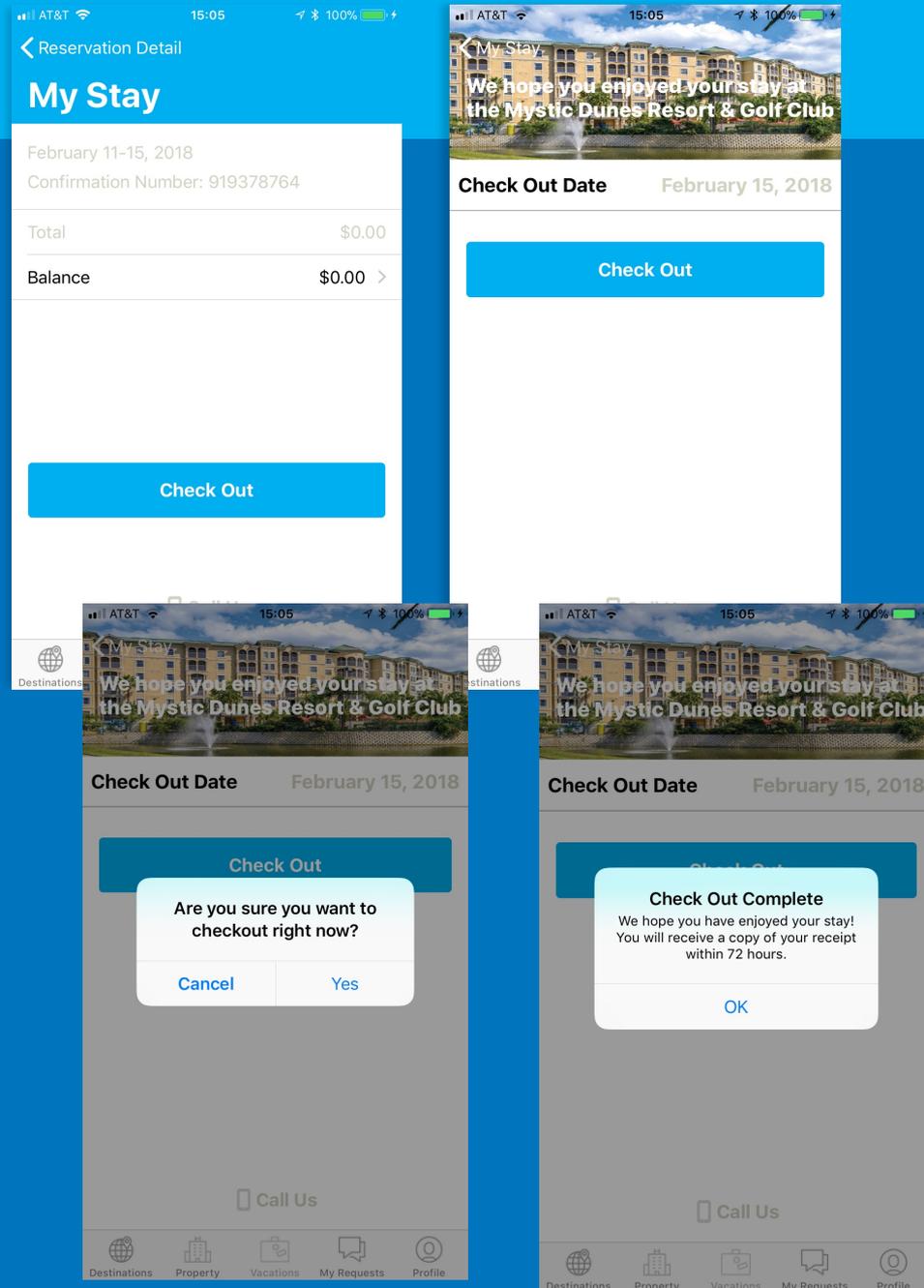
- From the **My Vacations** page, you can view your Guest Folio by selecting your current reservation, tapping on **Reservation Detail**, and then tapping on the Total item.
- The app will only show charges for your main guest folio. If your reservation was pre-paid via a travel agency or travel website, or by a third party, you will not see those items.
- Tap on the back arrow on the top left corner of the screen to return to the previous page.



Check-Out

- If you tap on the “**Check Out**” button on the Reservation Detail screen, or on the “**Check Out**” button in the “**Enhance My Stay**” section of the Resort page for your reservation, you will start the check out process.
- The first screen will confirm the balance. Tap on the **Check Out** button.
- The second screen will confirm the checkout date. Tap on the **Check Out** button.

Note: Check Out button only appears if you don't have a back-to-back reservation and your folio balance is zero.

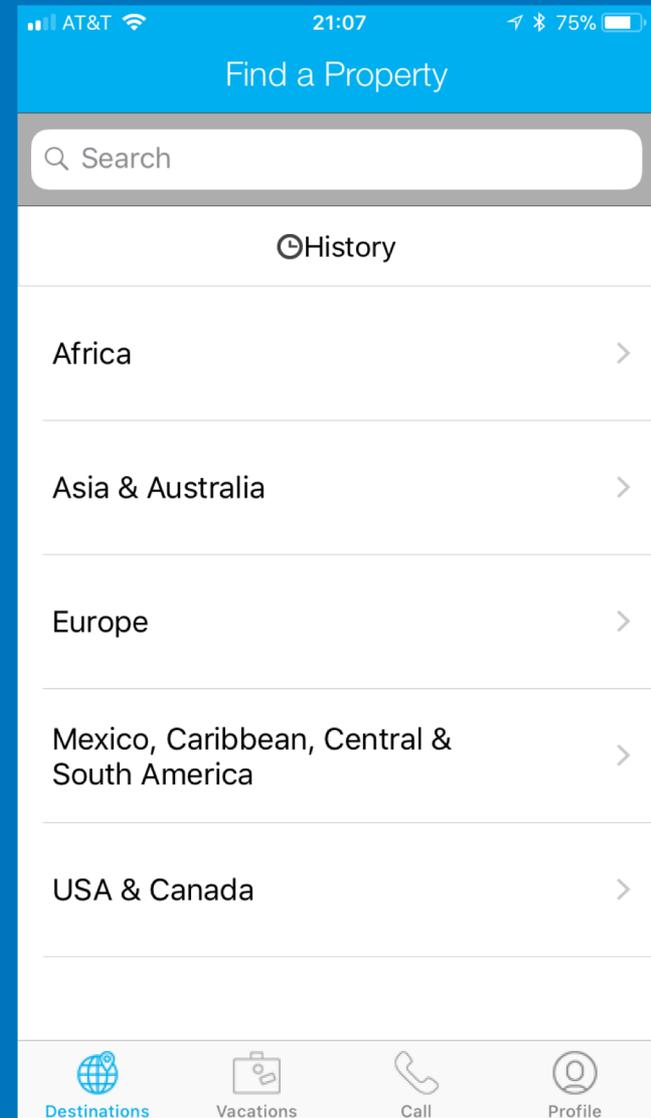


Destinations

- You can browse our portfolio of Resorts from the **Destinations** search screen.
- You can get to the Destinations search screen in several ways:
 - From the Home Page, by choosing **Find Destination** From the bottom navigation bar, by tapping on the “**Destinations**” icon
 - From the My Vacations page, by tapping on “**Start Planning**”, if you are logged on and you have no current or upcoming reservations.

Note that you do not have to be logged on to the app in order to browse Destinations.

- On the Destinations page, you may type in a few letters of the Resort name you are interested in, or if you just wish to explore, you can use the geographical menus to get to the location you desire.
- Once you have chosen your destination, you will be taken to the Resort page for that property.



Book Now

The **Book Now** button will allow you to book a new reservation for that property.

- If you are logged on, and you are a Member of The Club, **Book Now** will take you to the Diamond Resorts Club Availability screen for that property.

From here, the reservation booking process is identical to that on DiamondResorts.com

- If you are logged on, and you are not a Member of The Club, OR if you are not logged on at all, then **Book Now** will take you to the Hotel Guest's availability search screen for that property.

From here, the reservation booking process is identical to that on DiamondResortsandHotels.com.

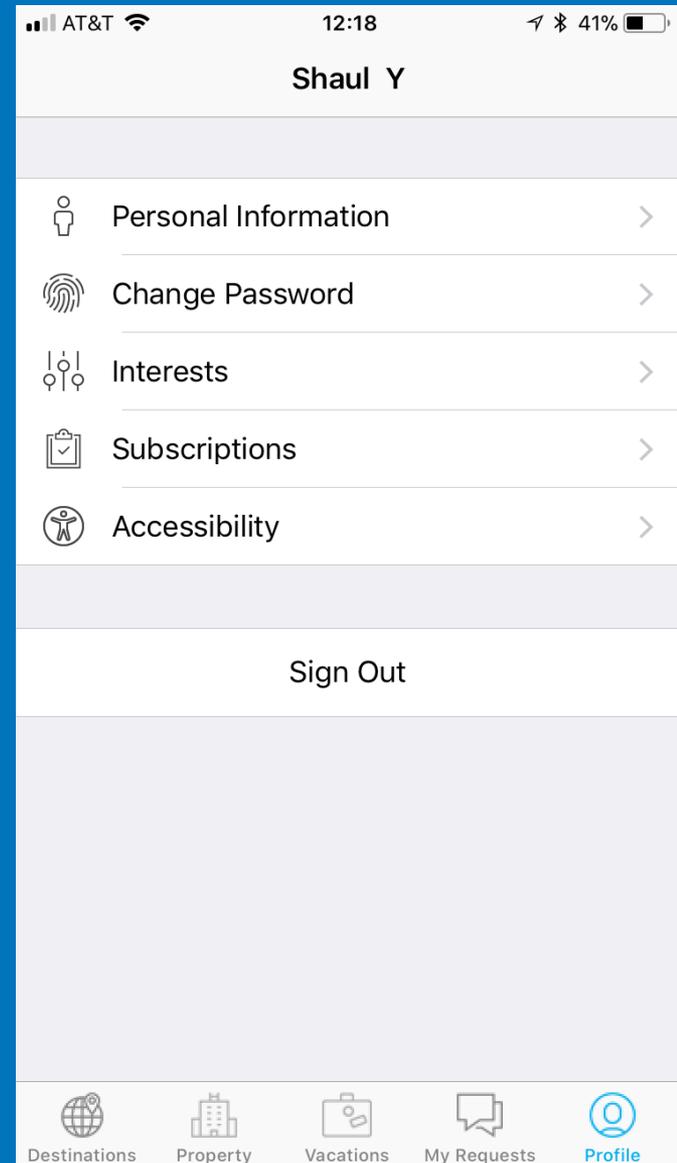
The screenshot displays the 'Book Now' mobile application interface. At the top, the status bar shows 'AT&T', signal strength, Wi-Fi, time '12:47', and battery '35%'. The app header has a blue background with a back arrow and 'Home' on the left, and 'Book Now' on the right. The main form area is white with the following fields:

- DESTINATION:** A dropdown menu showing 'Cabo Azul Resort - San Jose del Ca'.
- CHECK IN DATE:** An empty text input field with '(optional)' on the right.
- CHECK OUT DATE:** An empty text input field with '(optional)' on the right.
- ADULTS:** A dropdown menu showing '1'.
- CHILDREN:** A dropdown menu showing '0'.
- PROMO CODE:** A text input field containing 'DRIAPP'.
- INCLUDE NEARBY RESORTS:** An unchecked checkbox.

At the bottom, there is a navigation bar with five icons and labels: 'Destinations' (globe), 'Property' (building), 'Vacations' (suitcase), 'Call' (phone), and 'Profile' (person).

Profile

- After logging on to the app, you can view and manage your profile by tapping on the **Profile** button on the navigation bar.
- From this section, manage your:
 - Personal Information
 - Update and change your password
 - Update your personal interests, subscriptions and accessibility requirements



Enjoy the Diamond App!