

European Collection Annual General Meeting 28 June 2018

Maria Kalber - Senior Vice President

Global Club Operations

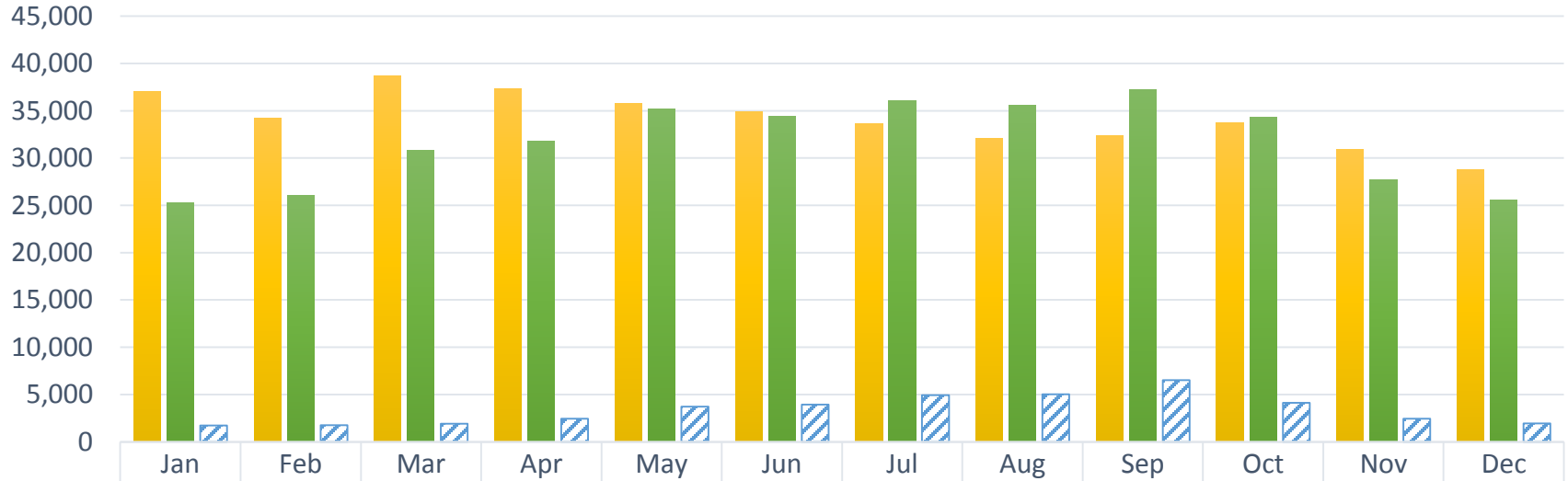
Club Nights Usage

2017

Club Allocation
= 409,651

Club Booked
= 349,863

Developer Booked
= 40,445

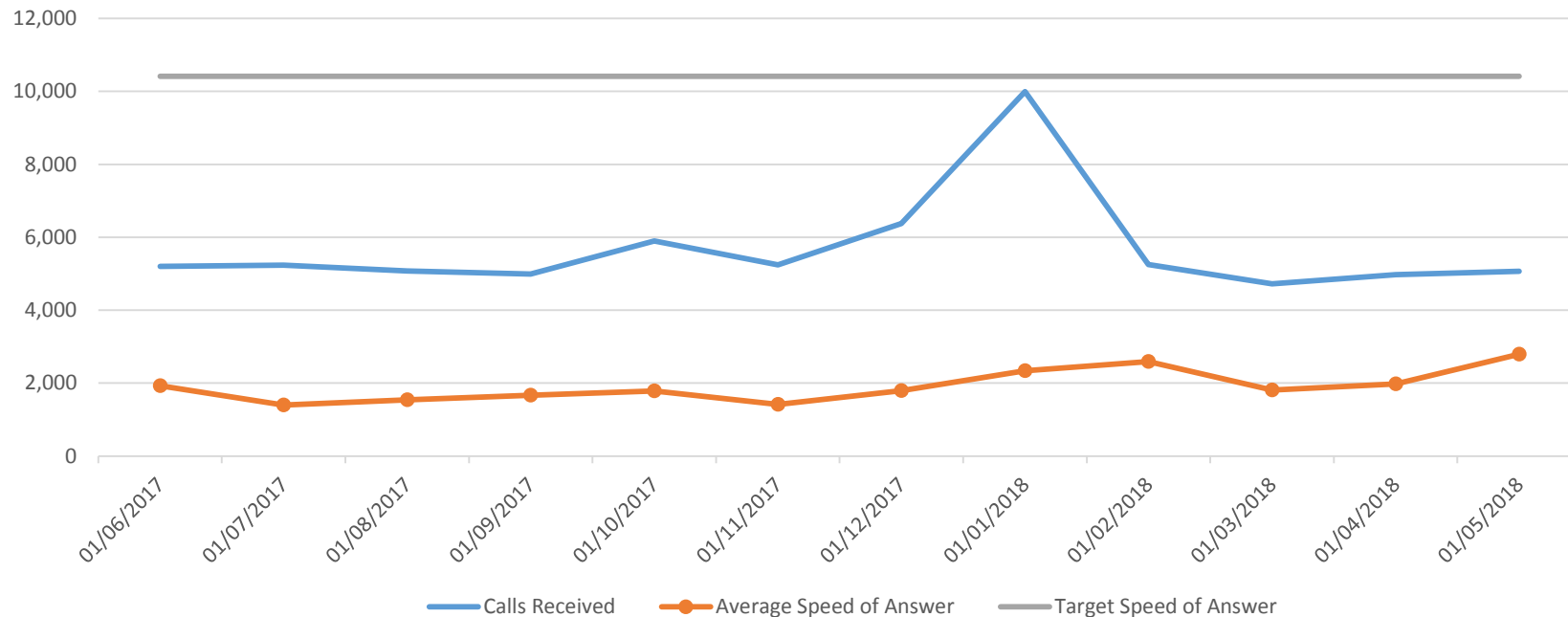


Club Allocated	37,070	34,223	38,723	37,362	35,734	34,904	33,647	32,118	32,406	33,755	30,953	28,756
Club Used	25,325	26,060	30,819	31,827	35,155	34,408	36,078	35,589	37,213	34,292	27,741	25,553
Of Developer	1,730	1,756	1,918	2,430	3,727	3,929	4,932	5,013	6,505	4,116	2,436	1,953

Club Allocated Club Used Of Developer

Call Centre Services

June 2017 through May 2018



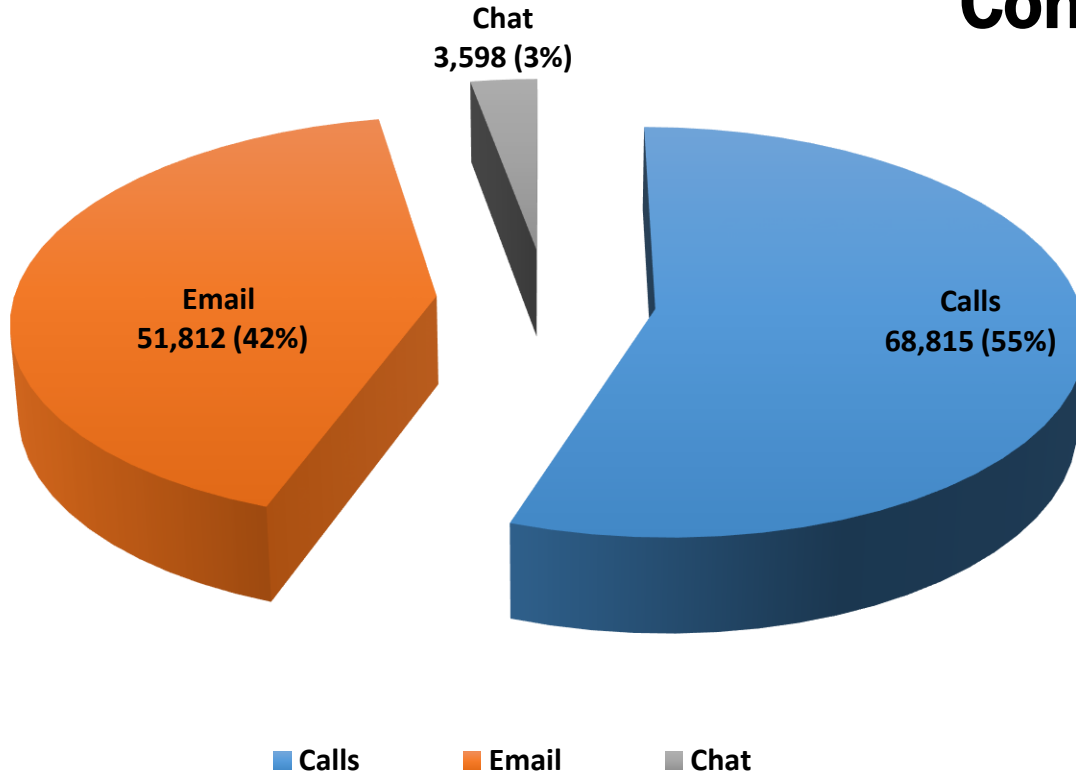
❖ Total Calls Received: 68,815

❖ Average Answered Rate: 6 seconds

❖ Target Speed of Answer: 10 seconds

Communication Services

June 2017 through May 2018



- Service levels between call, email and chat were at 95%.
- The call centre contacts increased with billing inquiries in January, but generally, members spent less than 10 seconds waiting for service.

Language Services

Our Call Centre offers agents who speak:

- Dutch
- English
- French
- German
- Italian
- Norwegian
- Russian
- Spanish
- Swedish

Language Services

Translation Line Languages Offered

• Afghani (Dari)	• Bangla	• Chuj	• French	• Hunan	• Kikuyu	• Lithuanian	• Minangkabaum	• Pohnpeian	• Sinhala	• Temne	• Yupik
• Afrikaans	• Bassa	• Chuukese	• Fujian	• Hungarian	• Kinyamulenge	• Luganda	• Mirpuri	• Polish	• Sinhalese	• Thai	• Zigula
• Aguacateco	• Belarusian	• Croatian	• Fukienese	• Igbo	• Kinyarwanda	• Luhya	• Mixteco Alto	• Popti	• Shona	• Tibetan	• Zomi
• Akan	• Belize Creole	• Czech	• Fulani	• Illonggo	• Kirundi	• Luo	• Mixteco Bajo	• Portuguese	• Slovak	• Tigrinya	• Zulu
• Akateko	English	• Dary/Gio	• Fur	• Ilocano	• Kissi	• Macedonian	• Mizo	• Portuguese	• Slovenian	• Tohono O Odham	
• Albanian	• Bengali	• Danish	• Fuzhou	• Indonesian	• Kiswahili	• Mai Mai	• Moldovan	Creole	• Somali	• Toisan	
• Algerian	• Berber	• Dari	• Ga	• Italian	• Kizigu	• Malay	• Mongolian	• Pulaar	• Soninke	• Tongan	
• American Sign Language	• Bosnian		• Garre	• Ixil	• Korean	• Malayalam	• Montenegrin	• Punjabi	• Spanish	• Turkish	
	• Bravanese	• Dinka	• Georgian	• Jacalteco	• Kotokoli	• Malinke	• Moroccan Arabic	• Qeqchi	• Sri Lankan Tamil	• Twi	
• Amharic	• British Sign Language	• Diola	• German	• Japanese	• Krahn	• Maltese	• Mushungulu	• Quechua	• Sudanese	• Ukrainian	
• Arabic	Language	• Dutch	• Greek	• Javanese	• Krio	• Mam	• Navajo	• Rakhine	• Susu	• Urdu	
• Arakanese	• Bulgarian	• Estonian	• Gujarati	• Kachin	• Kunama	• Mandarin	• Nepali	• Rohingya	• Swahili	• Uyghur	
• Armenian	• Burmese	• English	• Hainanese	• Kanjobal	• Kurdish	• Mandingo	• Ningbo	• Romanian	• Swedish	• Uzbek	
• Asante	• Cambodian	• Ewe	• Haitian Creole	• Kannada	• Kurdish Badini	• Mandinka	• Norwegian	• Russian	• Sylheti	• Vietnamese	
• Assyrian	• Canadian French	• Falam	• Hakha Chin	• Kaqchikel	• Kurdish Kurmanji	• Marathi	• Nuer	• Samoan	• Syriac	• Visayan	
• Azeri	• Cantonese	• Fante	• Hakka	• Karen	• Kurdish Sorani	• Marka	• Orominga	• Sango	• Tachew	• Walloon	
• Badini	• Cape Verdean	• Farsi	• Hassaniya Arabic	• Karenni	• Lao	• Marshallese	• Oromo	• Sarikoli	• Tagalog	• Waray	
• Bahasa	Creole	• Farsi-	• Hausa	• Kazakh	• Laotian	• Masalit	• Pampangano	• Serbian	• Taiwanese	• Wolof	
• Bajuni	• Castilian	Iranian/Persian	• Hebrew	• Kejja	• Latvian	• Matu Chin	• Papiamentu	• Serbo-Croatian	• Tajik	• Zaghawa	
• Bamanankan	• Cebuano	• Filipino	• Hindi	• Khmer	• Lebanese Arabic	• Mende	• Pashto	• Shan	• Tamil	• Zapotec	
• Bambara	• Chaldean	• Finnish	• Hindko	• Kibajuni	• Leta	• Mien	• Persian (Farsi)	• Shanghainese	• Tedim	• Yiddish	
• Bamileke	• Chin	• Flemmish	• Hmong	• Kikongo	• Lingala	• Mina	• Pidgin	• Sicilian	• Telugu	• Yoruba	

The Places You've Been

The top 3 European resorts you booked are:

- Santa Barbara Golf and Ocean Club
- Pine Lake Resort
- Sunset Bay Club



The top 3 U.S. resorts you booked are:

- Mystic Dunes Resort & Golf Club
- Polo Towers Suites
- Grande Villas Resort



Benefits for Members of The Club[®]

Travel Related

- Flights and Travel Services
- Resorts and Hotels
- Global Club Experience Events
- Member Adventures
- Exclusive Member Escorted Journeys
- Guided Travel Tours
- Book Your Car
- Trace Me Diamond Luggage Tags
- Ship Sticks Luggage Delivery Service
- Destination Guides
- Diamond Dining
- Celebration and Food Packages
- The National Parks and Federal Recreational Lands Pass
- Flex and Value

Home and Lifestyle

- Gourmet Society Dining
- Dell
- 1-800-Flowers
- Naked Wines
- Experience Days
- UK Photography Classes

Money Matters

- Reservation Protection Plan
- Legal Protection Plan
- Healthiest You
- Global Emergency Travel Service

Luxury Benefits



- Diamond Luxury Cruises
- Diamond Luxury Selection® (Gold and Platinum members)
- Diamond Luxury Hotels
- Diamond Luxury Shopping
- Diamond Luxury Sport Events (Gold and Platinum members)
- Diamond Luxury Wine



Diamond Luxury Sport Events

Exclusively for Gold and Platinum members

Top 5 sport events attended June 2017 through May 2018



- Wimbledon
- Kentucky Derby
- Formula 1 Events
- Players Championship
- Ryder Cup
- U.S. Professional Football Championship Game



EU Diamond Managed Resorts

- Alpine Club
- Club Cala Blanca
- Club del Carmen
- Cromer Country Club
- Dangan Lodge Cottages
- East Clare Golf Village
- Fisherman's Lodge
- Jardines del Sol
- Le Club Mougins
- Los Amigos Beach Club
- Palazzo Catalani
- Palazzo at Soriano
- Pine Lake Resort
- Royal Oasis Club at Pueblo Quinta
- Royal Regency
- Royal Sunset Beach Club
- Royal Tenerife Country Club
- Sahara Sunset Club
- Santa Barbara Golf and Ocean Club
- Sunset Bay Club
- Sunset Harbour Club
- Sunset View Club
- The Kenmore Club
- Thurnham Hall
- Vilar do Golf
- White Sands Beach Club
- Woodford Bridge Country Club
- Wychnor Park Country Club

EU Affiliate Resorts

- Appartements Rothensteiner
- Balkan Jewel Resort
- Burnside Park
- Dorsett Shepherds Bush
- Gålå Fjellgrend
- Grand Leoniki
- Holiday Club Schlösslhof
- Holiday Club Siesta
- Il Cavaliere de Charme
- Leoniki Residence
- Mond-Holiday Hotel Bellevue
- Mond-Holiday Hotel Grundlsee
- Mond-Holiday Hotel Oberstaufen
- Mond-Holiday Hotel Tirolensis
- Park Hotel Villa Giustinian
- Pestana Grand
- Pestana Miramar
- Pestana Palms
- Pestana Porches Praia
- Pestana Village
- Shrigley Hall Hotel, Golf & Country Club
- Stouts Hill
- The Grand at Trafalgar Square London
- The Imperial Hotel Blackpool
- The Village Holiday Club
- Village Heights Golf Resort

Diamond Luxury Selection®

17 homes with 6 in the EU,
exclusively for our Gold and
Platinum members of The Club®

- Amalfi, Italy
- Barcelona, Spain
- Paris, France
- London, England
- Rome, Italy



Cruises and Hotels

30/30 EU Primary Cruise Lines:

- Carnival
- Celebrity
- Norwegian
- Royal Caribbean

20/20 EU Primary Cruise Lines:

- Carnival
- Norwegian

20/20 and 30/30 Hotel Locations:

- North America (including the Caribbean)
- Central America
- South America
- Australasia

• 30/30 Cruise Selection : 5,547 options

• 20/20 Cruise Selection: 1,200 options

• 30,057 Hotels in Europe

• 105,606 Total Hotels to choose from

Diamond Dining Voucher

Available to all members of The Club®

Participating Restaurants:

- Eco 2 - Jardines del Sol, Lanzarote
- Little Italy - Club del Carmen, Lanzarote
- Little Italy - Santa Barbara, Tenerife
- The Clubhouse - Sunset Harbour, Tenerife
- The Island Spirit - Sunset View, Tenerife
- Las Casitas - Los Amigos Beach Club, Spain
- The Casbah - Sahara Sunset Club, Spain
- Pueblo Quinta Restaurant - Royal Oasis Club at La Quinta, Spain
- White's Restaurant & Bar - White Sands Beach Club, Menorca
- Bobby Jones - Vilar do Golf, Portugal
- Bistro 21 - Club Mougins, France
- Palazzo Catalani Restaurant – Palazzo Catalani, Italy
- Alpine Restaurant - Alpine Club, Austria



Diamond
Dining Voucher*

€10

GUEST NAME

ISSUED BY

RESTAURANT OPERATOR SIGNATURE

MEMBER SIGNATURE

ISSUE DATE

AUTHENTICATION
STAMP HERE

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

10001

- Vouchers can be used towards a meal or drink at participating Diamond Resorts restaurants
- Voucher valid for 12 months after activation

Look Forward to...

Travel Services (coming soon)

Merged Travel Stores

- One store for Cruise, Air, Hotel and Car
- Club members will be able to view 20/20 – 30/30 option and Travel Services option in one store.

Booking Windows

- No restrictions on booking windows on travel redemption for all members of The Club®
- Standard and Silver members can utilize 20/20 benefit year round
- Gold and Platinum members can utilize 30/30 benefit year round

Ultra Luxury Cruising (coming soon)

Available to Platinum Members of The Club®

- Smaller intimate ship (300-600 passengers), making service more personalized
- Visit remote islands such as Bora Bora, Huahine and Taha'a
- Travel widely throughout Australia, Southeast Asia, Middle East and Europe
- Platinum members can utilize 30/30 benefit



River Cruises (coming soon)

Available to Platinum Members of The Club®

- Cruise Line expanding to more exotic and interesting parts of the globe – Europe, Asia and Africa
- View itinerates online, and phone to book
- Included in most fares: shore excursions in every port-of-call, dining on board, WiFi, and bicycles you can use to explore on your own or join a guided tour
- Platinum members can utilize 30/30 benefit



Car Hire (coming soon)

Available to all members of The Club®

- Members of The Club® will be able to book a car hire using points for a portion of the cost
- Enterprise, Alamo and National
- Silver and Standard members can utilize 20/20 benefit
- Gold and Platinum members can utilize 30/30 benefit



Questions?