



AGM

Suzana Gomercic

EU Resort Operations

October 2024

Resorts of the Year

2023

Thurnham Hall Tier 2



Sunset Bay Club Tier 4



NEW Resort Managers



Oscar Prieto
Club Cala Blanca



Paula García
Royal Tenerife
Country Club y
Sunset View
Club



Richard Huerta
Santa Barbara Golf
& Ocean Club



Alicia Fonseca
Assistant RM
Santa Barbara
Golf & Ocean
Club



Sergio Gómez
White Sands
Beach Club

VACANT. Le Club Mougins

OneHGV Post Stay Survey Report

Now scoring is 1-5, only 4&5 count

EU Ranking	Overall Experience (scores updated Sept 9 2024)
1	Vilar Do Golf
2	Club del Carmen
3	Palazzo Catalani
4	Cromer Country Club
5	Sunset Harbour
7	Sunset View
8	Thurnham Hall
9	Santa Barbara Golf & Ocean Club
10	Jardines del Sol
11	Los Amigos Beach club
12	Sahara Sunset Club
13	Club Cala Blanca
14	Royal Sunset Beach Club
15	White Sands Beach Club
16	Craigendarroch Lodges
17	The Kenmore Club
18	Royal Oasis Club at Pueblo Quinta
19	Royal Tenerife Country Club
20	Royal Regency
21	Wychnor Park
22	Sunset Bay Club
23	Pine Lake
24	The Alpine Club
25	Le Club Mougins
26	Woodford Bridge
27	Craigendarroch Suites

Owners & Members **ONLY** Events

1893 exclusive events

Participation of over **34K owners & members**

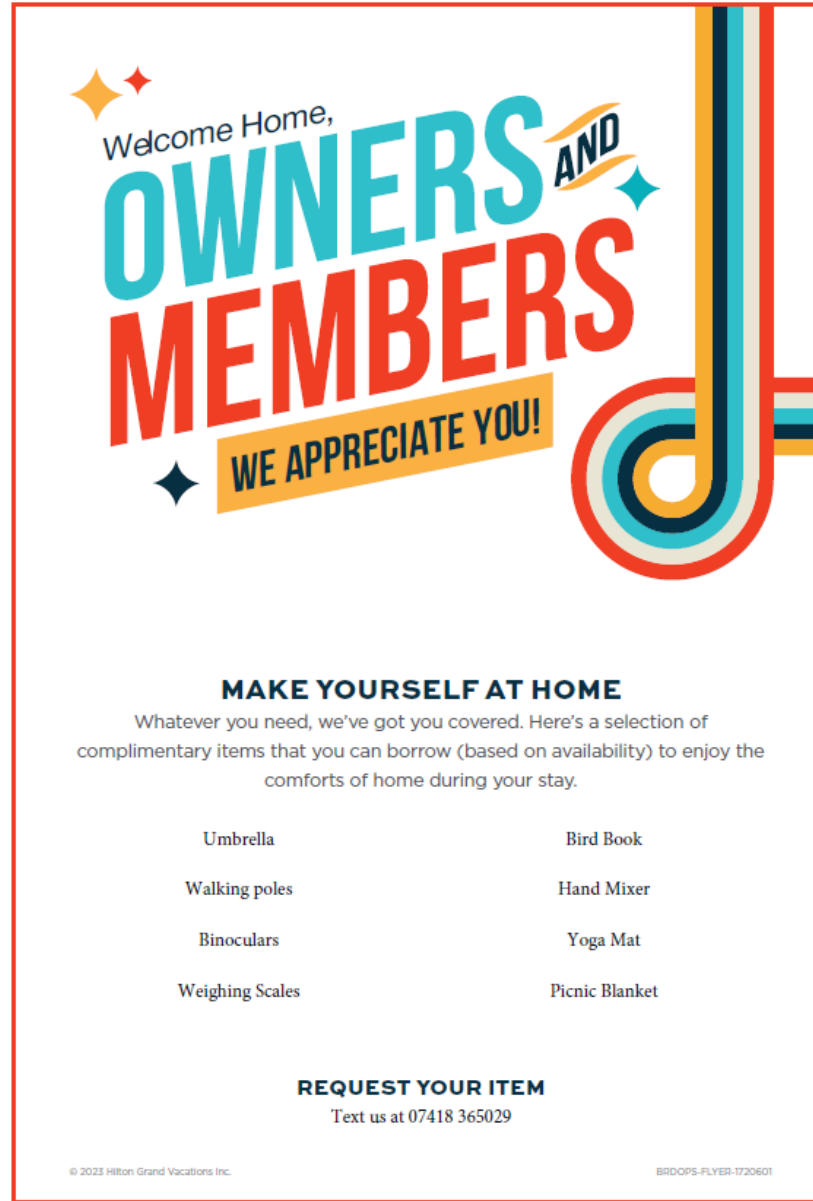
around European Resorts

TOP 5 ACTIVITIES:

1. Meet the Manager
2. Leisure Members Only Swim (UK only)
3. Surprise & Delight
4. Activities with drinks (wine tasting, wine & cheese, beer tasting, cava, mimosa, sangria, etc)
5. Activities with music (jazz, flamenco, etc)

Comforts of home

Each resort features their own list with the items available for Owners and Members only



Welcome Home,
OWNERS AND MEMBERS
WE APPRECIATE YOU!

MAKE YOURSELF AT HOME
Whatever you need, we've got you covered. Here's a selection of complimentary items that you can borrow (based on availability) to enjoy the comforts of home during your stay.

Umbrella	Bird Book
Walking poles	Hand Mixer
Binoculars	Yoga Mat
Weighing Scales	Picnic Blanket

REQUEST YOUR ITEM
Text us at 07418 365029

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Cromer Country Club



Welcome Home,
OWNERS AND MEMBERS
WE APPRECIATE YOU!

MAKE YOURSELF AT HOME | SIÉNTASE COMO EN CASA
Whatever you need, we've got you covered. Here's a selection of complimentary items that you can borrow (based on availability) to enjoy the comforts of home during your stay.
Cualquier cosa que necesite, déjenos saber. Le detallamos una selección de artículos que puede pedir prestados (sujeto a disponibilidad) y así poder disfrutar de las comodidades del hogar durante su estancia con nosotros.

• Blu-ray Reproductor DVD	• Electric juicer Exprimidor
• Shopping trolley Carrito compra	• Umbrella Paraguas
• Sewing kit Set de costura	• Kitchen scale Báscula cocina
• Yoga mat Esterilla de Yoga	• Power bank Batería externa
• HDMI cable Cable HDMI	• Anti-mosquitoes Antimosquitos

REQUEST YOUR ITEM | SOLICITE SU ARTÍCULO
Send us a WhatsApp at +1 651 337 9700
Envíenos un WhatsApp al +1 651 337 9700

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Los Amigos Beach Club

Awards & Certifications



Grand Central Mobile September 17, 2024 · 1 minute to read

Awards and Recognition

Team Member Life

Cromer Country Club Wins 2024 Visit England ROSE Award

Cromer Country Club was awarded the 2024 Visit England ROSE Award, which recognizes the top 100 accommodation providers across England.



Cromer Country Club Wins 2024 Visit England ROSE Award



Grand Central Mobile
Published 1 day ago

Cromer Country Club was awarded the [2024 Visit England ROSE Award](#), which recognizes the top 100 accommodation providers across England.

Nominations are based on a range of feedback, including a quality assessment and customer reviews. A final judging panel also looks for innovation that sets winners apart.

Cromer Country Club was recognized for its stewardship of the environment, commitment to local activities working with the [Royal National Lifeboat Institution](#), and for being wonderful hosts for Members and guests!

Kelly Howe, Resort Manager and Marnie Seekings, Head of Reception attended the presentation to accept the award on behalf of the Cromer Country Club team. Congratulations to all!



- ✓ Streamlined check-in process to reduce waiting in line
- ✚ Team Members trained and informed about autism spectrum disorder
- 👤 Personalised service to help you with special needs
- 📄 Viewer-friendly signage with pictograms available in Reception
- 🗣️ Simple guides and information to minimise the unexpected
- 🧘 Dedicated quiet spaces

EU Team Members Complete Autism Training to Create More Inclusive Environments



EU Resort Operations Team Members in Spain completed autism awareness training, as part of a certification program administered by the [Autism Friendly Club](#).

The Autism Friendly Club works with hospitality, education and health care companies to educate their staff on ways to create friendly spaces and environments for people on the autism spectrum.

To date, properties in Spain have completed 28 sessions with 418 Team Members participating. Trainings will continue in May for properties located in the U.K., Italy, France and Austria.



European Resorts Receive Ecostars Certification

 Grand Central Mobile
Published 1 day ago

Last week, all of the European resorts received the [Ecostars](#) certification. Ecostars is a hotel-specific sustainability certification that awards eco-stars based on a hotel's environmental impact per stay.

This is globally recognised hotel sustainability certification, by international organizations such as the World Tourism Organization (UNWTO) and its standards have been recognised as equivalent by the Global Sustainable Tourism Council (GSTC).













The resorts provided 2023 data for energy, water, waste along with occupancy. The Ecostars process uses an algorithm that calculate each property's performance. The properties ranked in the following Order:













- **Gold (4 Stars)** – Club del Carmen, Royal Oasis Club at Pueblo Quinta, Santa Barbara Golf and Ocean Club, Sunset Harbour Club, Sunset View Club, White Sands Beach Club
- **Silver (3 stars)** – Royal Tenerife Country Club, Sunset Bay Club
- **Bronze (2 stars)** – Cromer Country Club, Le Club Mougins, Los Amigos Beach Club, Royal Regency Paris Vincennes, Royal Sunset Beach Club, Thurnham Hall
- **Certified (1 star)** – Alpine Club, Club Cala Blanca, Craigendarroch Lodges & Suites, Palazzo Catalani, Pine Lake Resort, Sahara Sunset, Vilar do Golf, Woodford Bridge Country Club, Wychnor Park Country Club













Ecostars*

Sustainability Certification for Hotels



EU MID	 Booking.com	 Expedia	 Hotels.com	 Dnata	 Agoda	 LastMinute	 Trip.com	 TripAdvisor	 Trivago	 Google	 RCI	 interval
	Overall Score (1-10)	Overall Score (1-10)	Overall Score (1-10)	Customer Rating (1-10)	Overall Rating (1-10)	Overall Score (1-100)	Overall Score (1-5)	Overall Score (1-5)	Overall Score (1-10)	Review Summary (1-5)	RCI Award	Rental Tier Group
LA1	8.8	9.0	9.0	8.9	8.8	92	4.4	4.5	9.0	4.5	Gold Crown	Select Resort
LAQ	8.9	9.2	9.2	8.5	9.0	93	4.4	4.5	9.1	4.4	Gold Crown	Affiliate
SAH	8.8	9.2	9.2	8.7	9.1	92	4.2	4.5	9.1	4.5	Gold Crown	Select Resort
VDG	8.4	9.0	9.0	8.4	9.1	95	4.3	4.5	7.9	4.6	Gold Crown	Select Resort VDR
WSB	8.8	9.2	9.2	9.2	8.9	91	4.4	4.5	9.1	4.5	Gold Crown	Affiliate
ALP	8.6	9.0	9.0		8.8		4.3	4.5	7.8	4.4	Gold Crown	Select Resort
LCM	8.5	9.0	9.0	9.0	8.8	89	4.3	4.0	9.0	4.4	Gold Crown	Affiliate
PCR	8.8	9.4	9.4	8.8	8.9	91	4.5	4.5	9.4	4.6	Gold Crown	Premier Boutique
RRH	8.5	9.0	9.0	8.4	8.6	88	4.3	4.0	8.9	4.2	Gold Crown	Affiliate

EU SOUTH												
	Overall Score	Overall Score	Overall Score	Customer Rating	Overall Rating	Overall Score	Overall Score	Overall Score	Overall Score	Review Summary	RCI Award	Rental Tier Group
CCB	8.4	8.2	8.2	7.8	8.5	87	4.2	4.5	8.8	4.1	Gold Crown	Affiliate
CDC	9.1	9.2	9.2	8.7	9.3	94	4.5	4.5	9.2	4.5	Gold Crown	Affiliate
JDS	9.0	9.6	9.6	9.2	9.0	93	4.5	4.5	9.0	4.6	Gold Crown	Select Resort
RSB	8.7	9.0	9.0	8.7	8.8	91	4.3	4.5	9.0	4.4	Gold Crown	Premier Resort
RTC	8.6	9.0	9.0	8.5	8.7	90	4.3	4.5	8.8	4.4	Gold Crown	Premier Resort
SBC	8.5	8.6	8.6	8.4	8.7	90	4.3	4.0	8.5	4.3	Gold Crown	Select Resort
SBG	8.7	8.8	8.8	8.8	8.8	91	4.3	4.5	8.8	4.4	Gold Crown	Premier Resort
SHC	8.8	9.0	9.0	8.7	8.7	92	4.4	4.5	9.0	4.5	Gold Crown	Select Resort
SVC	8.8	9.2	9.2	8.7	8.9	92	4.4	4.5	9.1	4.5	Gold Crown	Affiliate

EU NORTH	 Booking.com	 Expedia	 Hotels.com	 Dnata	 Agoda	 LastMinute	 Trip.com	 TripAdvisor	 Trivago	 Google	 RCI	 interval
	Overall Score (1-10)	Overall Score (1-10)	Overall Score (1-10)	Customer Rating (1-10)	Overall Rating (1-10)	Overall Score (1-100)	Overall Score (1-5)	Overall Score (1-5)	Overall Score (1-10)	Review Summary (1-5)	RCI Award	Rental Tier Group
CCC	8.8	9.2	9.2	8.7	9.2	92	4.4	4.5	9.1	4.5	Gold Crown	Affiliate
KEN	8.8	9.4	9.4	9.7	8.8	91	4.4	4.5	9.3	4.6	Gold Crown	Select Resort
PLR	8.5	9.2	9.2	9.0	8.8	90	4.3	4.5	9.1	4.5	Gold Crown	Affiliate
THH	8.9	9.2	9.2	8.5	8.9	93	4.3	4.5	9.1	4.5	Gold Crown	Premier Resort
WBC	8.5	9.0	9.0	8.8	8.7	89	4.3	4.0	9.0	4.4	Gold Crown	Select Resort
WYC	8.6	9.2	9.2	8.2	8.7	90	4.3	4.5	9.1	4.5	Gold Crown	Select Resort

HGV ESG Annual Report



Environmental, Social
and Governance Report

Hilton
GRAND VACATIONS

- During 2023, 11% linen was not changed, members opted out of a change of 10% towels and 9% refused a mid-week clean, translating into **saving 2.1 million litres of water**
- Overall EU Resorts **energy consumption reduced by 1.31%, water usage decreased by 10.33% and resorts have further reduced single use plastic by 16% in 2023.**
- **Introduction of EV chargers in resorts with private parking**

Green Token



Owners, members and guests who refuse change of linen, towel and cleaning will receive a **Green Token** from 01/10/2024 as part of "Let's Make a Deal"

WALKATHON FOR WATER²⁰²⁴

WeAreWater
Foundation


Hilton
GRAND VACATIONS

- ❑ Email for all Owners & Members sent in June, August and September
- ❑ Link to sign up
- ❑ Minimum donation is €5
- ❑ You can still join any of the six Walkathons to come in Italy, Lanzarote, Benalmadena, Gran Canaria, Adeje and Abona

Overall participation to date **554 pax**
Funds raised to date: **€3.361**

View in browser [click here.](#)

[Français](#) [Italiano](#) [Deutsch](#) [Português](#) [Español](#)



WALKATHON FOR WATER²⁰²⁴

2ND EDITION

21 CHARITY WALKS

6 COUNTRIES

Our walks raise funds and help improve water sanitation for local communities in **Tanzania** and **India**.

Help us make it happen!

Sign up!

Organized by
WeAreWater Foundation

Hilton GRAND VACATIONS

Join Us At A Walkathon For Water Event Near You

Grab your walking shoes and join Hilton Grand Vacations for one of our walkathon events benefiting the We Are Water Foundation in 2024! From July through December, we'll host 21 events across properties in Austria, England, France, Italy, Portugal, Scotland and Spain.

Members and Owners are invited to make a difference during their stay by raising money to help bring water to the people who need it most. You can register for one of our events below and make a minimum donation of £/€5 to participate in person or virtually from anywhere!

Sign up!

Soriano Nel Cimino

Italy

Thursday
17
october
2024
3:00 pm



see
route

5 km

Sign up!

Lanzarote

Spain

Tuesday
29
october
2024
4:00 pm



see
route

5 km

Sign up!

Benalmádena

Spain

Wednesday
30
october
2024
10:00 am



see
route

6 km

Sign up!

Adeje

Spain

Wednesday
06
november
2024
4:00 pm



see
route

4 km

Sign up!

Gran Canaria

Spain

Thursday
21
november
2024
4:00 pm



see
route

3 km

Sign up!

Abona

Spain

Wednesday
11
december
2024
4:00 pm



see
route

4 km

WALKATHON FOR WATER 2024

Charity walk

Our walks raise funds and help improve water sanitation for local communities in **Tanzania** and **India**.

Sign up!

www.wearewater.org

Organized by **WeAreWater** Foundation

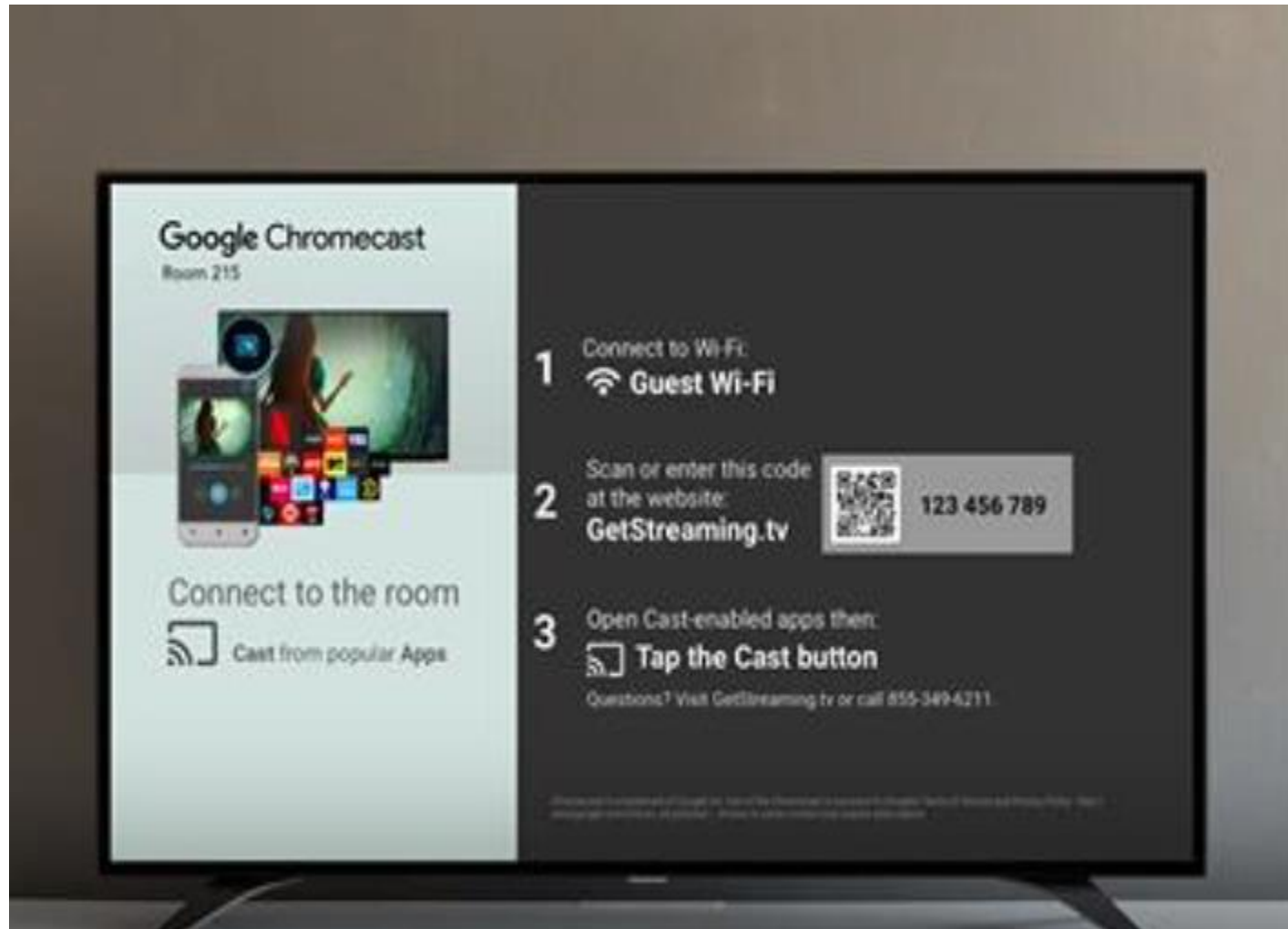
Hilton GRAND VACATIONS

Procuring More Sustainable Products

- ✓ New toiletries in bathrooms
- ✓ Linen with chips- this will control linen stock
- ✓ Always looking for more sustainable items:
 - ❑ Biodegradable and Compostable J cloth
 - ❑ Eco-labelled washing liquids for dishes and clothes without microplastics,

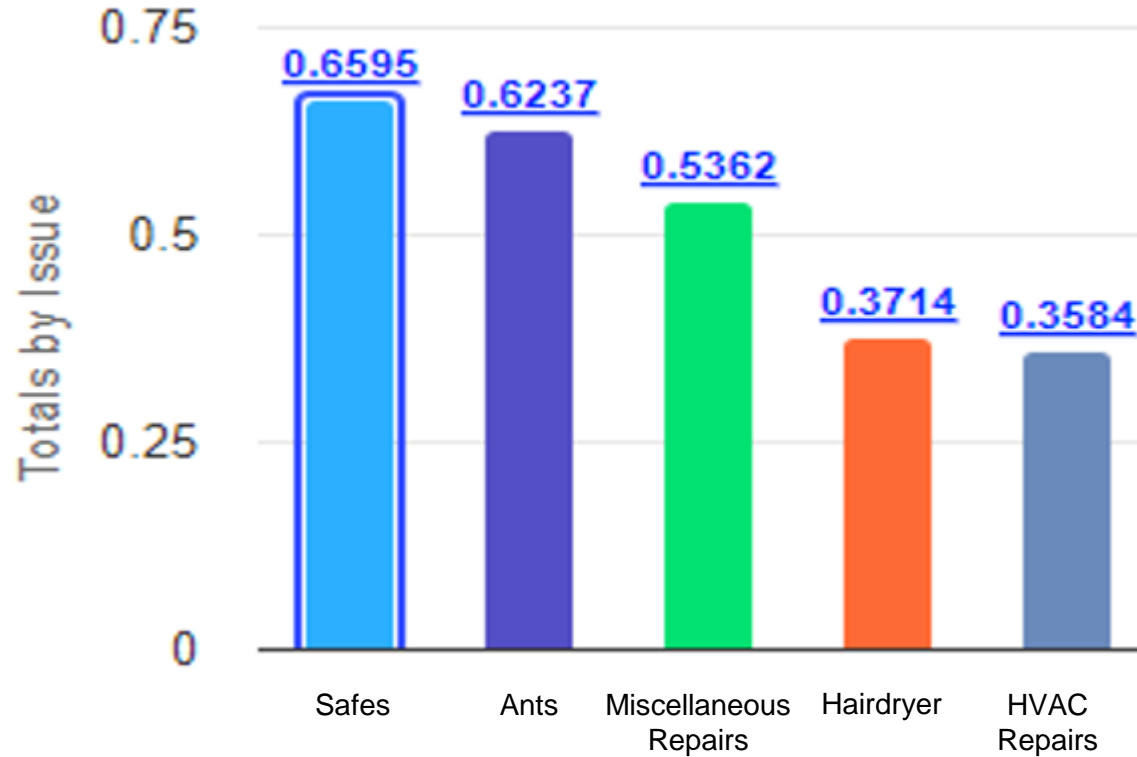


British TV channels – mirroring



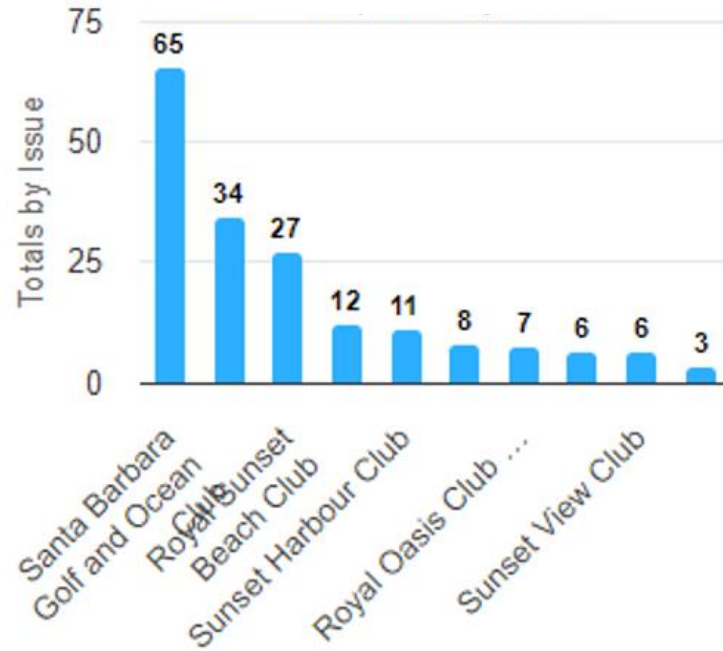
Synergy

Top 5 GUEST issues count per room

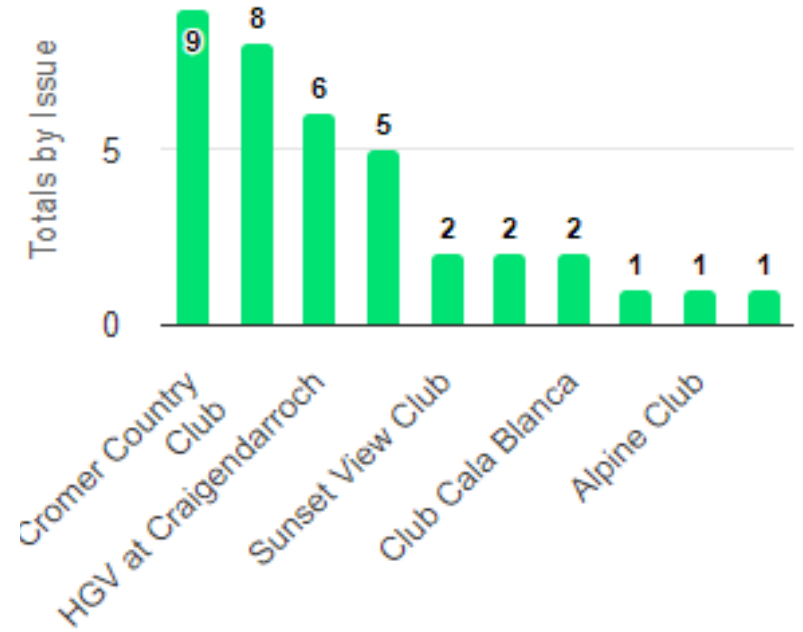


Detail of Top 5 Work Orders

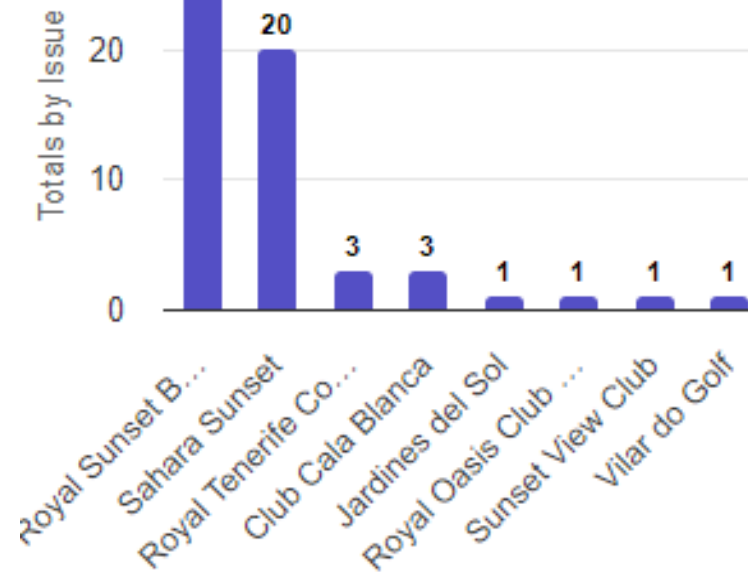
Repair Safe



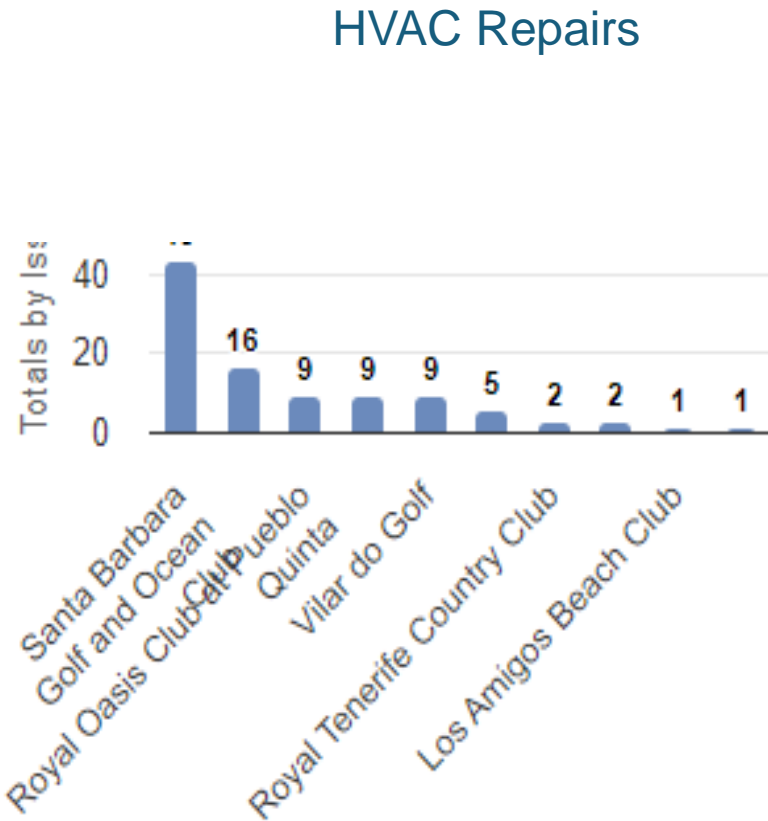
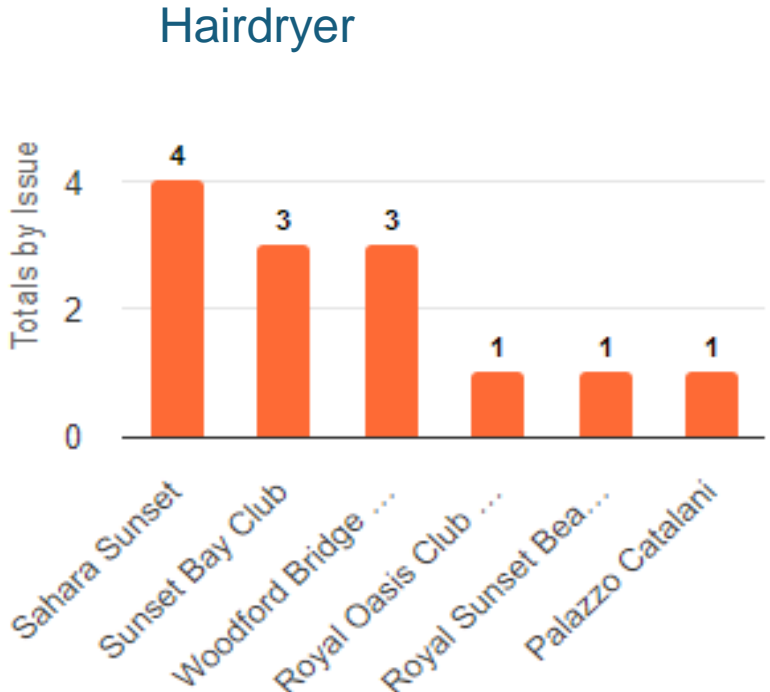
Miscellaneous Repairs



Ants



Detail of Top 5 Work Orders



Keep In Touch

Say “YES” To KIPSU



- Our resort teams would really like to keep in touch with you directly
- Using a mobile device with text messaging and/or WhatsApp
- Answer ‘YES’ to the Welcome message
- No need to download any App
- Let us know how we are doing by responding to our mid-stay message
- You can:
 - Be advised when your room is ready
 - Receive relevant information during your stay
 - Let us know if you need anything or something is missing



QR Code In Your Accommodation

CROMER COUNTRY CLUB

Queries About Your Stay?



Scan the QR code with your phone for information about resort facilities, amenities, appliance instructions and more, or visit bit.ly/cromer-country-club.

Resort information at your fingertips for:

- FACILITIES
- AMENITIES
- SERVICES
- RESPONSIBLE HOLIDAYS
- SAFETY MEASURES

Welcome | [Bienvenidos](#)

Welcome Overview Facilities Amenities Services Go Green Safety

Welcome

Sunset Bay Club

Welcome Home! Start your journey here. Please review the information about our resort services and amenities by clicking on the links below.

If you have any questions or to request services, please call Reception by dialling 9.

Enjoy your stay.

Sincerely,
Your Resort Team

Resort Overview

- Maps
- Contact Information
- Check-in/out
- Connectivity
- Follow Us

Resort Facilities

- Facilities & Services
- Use of Facilities
- Sun Bed Policy
- Pool Towels
- Accessibility
- Baby Catalogue
- Lost & Found
- Pets
- Smoking Policy

Cleaning before departure

Feedback received indicates members do not want a clean the day before departure although this only applied to certain lengths of stay and was not a weekly standard. As of **1st January this will be discontinued.**

Recruitment issues

We are encountering serious recruitment problems in the Canary Islands in every area, however Housekeeping departments are suffering the most. This, in addition to many sick leaves (although the percentage is still lower than the industry in the region) is resulting in many resorts suffering staff shortages which at times affects the service deliver we strive to provide. **We ask you for your understanding.**

Mirroring and British TV channels

Most English TV channels are no longer available in oversea resorts. However, resorts are having a system to allow for secure **mirroring** installed so that guests can watch their own content by mirroring it to the TV from a mobile device.

ASSOCIATE

- An Associate is an individual who is registered on a membership.
- Up to maximum of 4 associates can be registered.
- Associates cannot redeem membership points for member benefits, i.e. dining vouchers, travel etc
- Associates will enjoy the same 'in resort' benefits as the named member.

ALTERNATE

- An Alternate is an individual who is named on a confirmed reservation and has authority to occupy.
- An Alternate will NOT be eligible to receive any 'in resort' member benefit. For example, charges will apply for pool towels and use of some facilities.

MEMBERS RENTING FROM OTHER MEMBERS/OWNERS

Members will be entitled to receive their corresponding benefits after validating their membership upon check in – valid photo identification will be requested.

Platinum, Gold & Silver members whose pool towels are placed in the accommodation are given upon check in a green towel card. These towel cards allow them to exchange pool towels once during their stay.

In the UK pool towels are on request and to be collected from each leisure centre with pool towel card.

GOLD AND PLATINUM MEMBERS + REGISTERED ASSOCIATES

In Resort benefits

- Check In at 2pm at no charge
- Whenever possible early check in is granted at no charge if the accommodation is available
- Loyalty amenities placed in main bathroom
- Pool towels in accommodation with 1 free replacement in 7 days
- Check out at 11 am, no charge

RESORT PROJECTS

NEW Lift at Club del Carmen

More accessibility for O&M with mobility issues



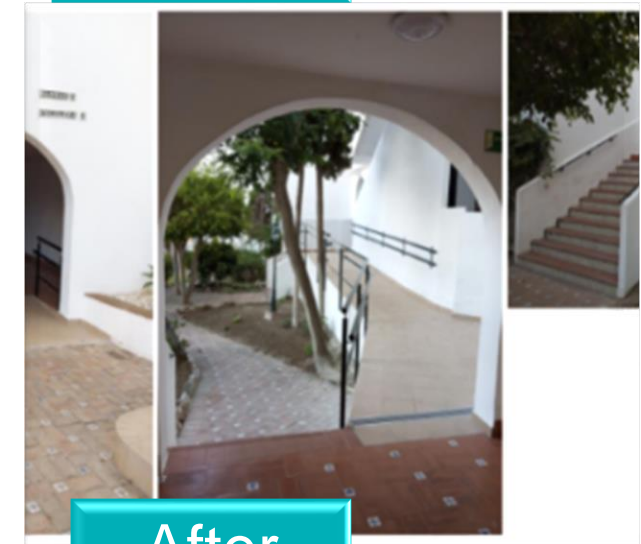
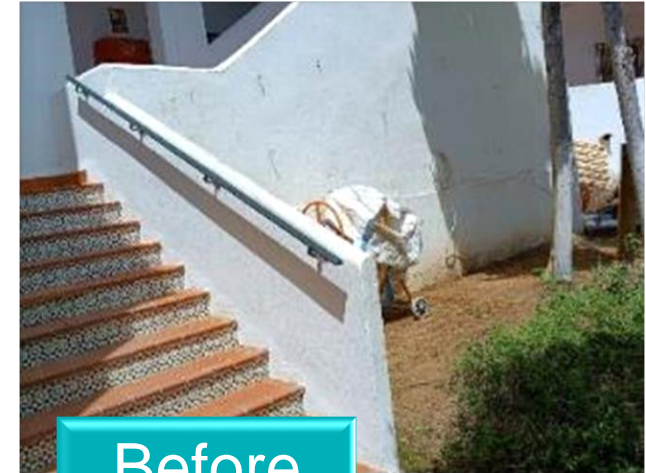
New Indoor Pool at Alpine Club



Access improvements at Pueblo Quinta

Improvements in Access to and from block 3

New access behind front desk area



Royal Sunset Beach Club – 4 full refurb



Jardines del Sol



Refurb of 24 bathrooms in 2 bed villas in Jardines del Sol

Pueblo Quinta – 5 full refurb



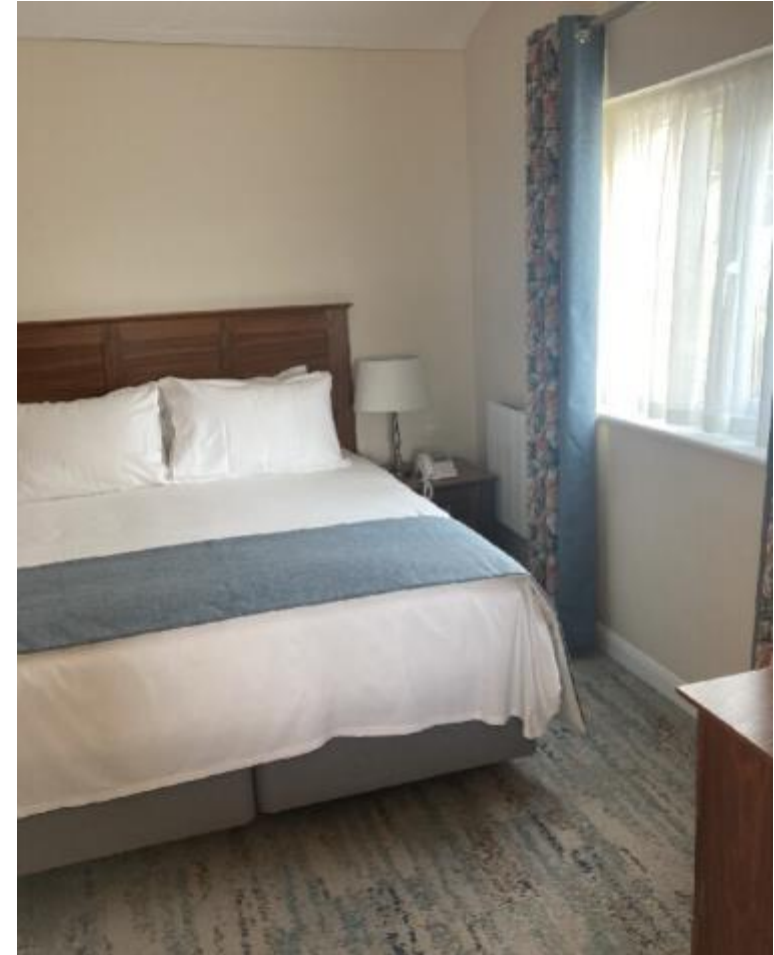
Vilar do Golf – 14 villas full refurb



Los Amigos Beach Club – 7 full refurb



Wychnor Park



6 refurbished cabins with roof replacement and insulations

Sahara Sunset – 9 full refurbs



Sunset View refurbished restaurant



Restaurant, **Sunset Tapas** has now been reopened serving snacks, light lunch and dinner by the pool

Canal Boats

6 to be refurbished

2 **NEW** sleep 4 boats (44") in Kings Orchard for 2025 season, just a few miles from Wychnor Park

They go into build in November, with one at least ready for next DRECL at Wychnor in March



Alvechurch Marina
Worcestershire
Worcester & Birmingham Canal



Anderton Marina
Cheshire
Trent & Mersey Canal



Blackwater Meadow
Ellesmere
Llangollen Canal



Worcester Marina
Worcester
Worcester & Birmingham Canal



Gayton Marina
Northampton
Grand Union Canal

Ongoing refurbishments

- ✓ Work started on renewing **11 balconies** in Craigendarroch lodges
- ✓ Refurbishment of the **Reception area** in Sunset View to be completed in October with a new lounge and courtesy room for members
- ✓ Palazzo Catalani and Palazzo at Soriano will now be able to enjoy a **swimming pool** overlooking the resort and the village of Soriano
- ✓ **Refurbs** in 7 apartments in Royal Tenerife Country Club, 18 in Santa Barbara, 10 in Sunset Bay, 4 in Sunset View, Club, 3 full refurb in White Sands Beach Club, 4 in Cromer Country Club, 1 accessibility lodge in Pine Lake
- ✓ Replacement of bath tubs with **showers** in many resorts
- ✓ **60 windows** replacement in Woodford Bridge Country Club

PREVIEW – new pool at Palazzo Catalani



THANK YOU
