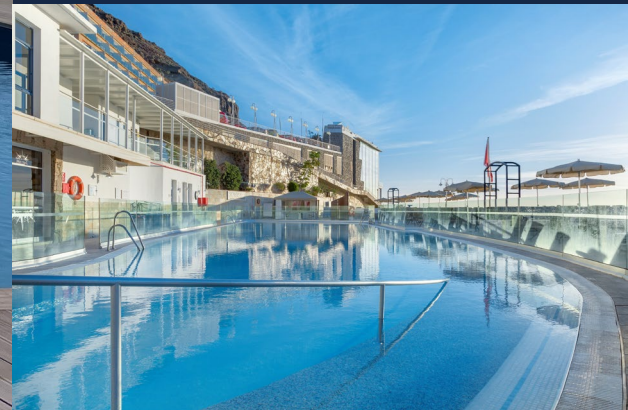




Hilton
GRAND VACATIONS



RESORT OPERATIONS EUROPE

8th October 2025

THANK YOU



Helen Melvin
Los Amigos
Beach Club



Helen Williams
Sunset Bay Club



John Davey
White Sands
Beach Club



John Baker
Thurnham Hall

WELCOME TO



Jayne Krawiecka
Thurnham Hall



Roger Evans
White Sands
Beach Club



Melvyn Knickle
Los Amigos
Beach Club

NEW Resort Managers



Zoila Dosil
Jardines del Sol



Andrew Jeffrey
Craigendarroch



Megan Riley
The Kenmore Club



Oscar Nieto
White Sands
Beach Club

RESORTS OF THE YEAR



Santa Barbara
Golf & Ocean
Club



Vilar do Golf

OneHGV Post Stay Survey Report EU Ranking

	RESORT	Stay Score
1	Vilar do Golf	95.9%
2	Club del Carmen	95.8%
3	Sunset View Club	94.6%
4	Cromer Country Club	94.4%
5	Royal Tenerife Country Club	94.4%
6	Thurnham Hall	94.1%
7	Sunset Harbour Club	93.6%
8	Hilton Grand Vacations Club at Craigendarroch Lodges	93%
9	Wychnor Park Country Club	92.4%
10	White Sands Beach Club	92%
11	Pine Lake Resort	91.9%
12	Royal Oasis Club at Pueblo Quinta	91.7%
13	Royal Regency Paris Vincennes	91.5%
14	Los Amigos Beach Club	91%
15	Royal Sunset Beach Club	91%
16	Santa Barbara Golf & Ocean Club	90.8%
17	Palazzo Catalani	90.3%
18	Jardines del Sol	89.8%
19	The Alpine Club	89.3%
20	Sahara Sunset	87.5%
21	Sunset Bay Club	86.8%
22	Cala Blanca	85.5%
23	The Kenmore Club	82.8%
24	Woodford Bridge Country Club	82.4%
25	Le Club Mougins	66.5%

Owners & Members Appreciation



We continue to do **SPECIAL AND EXCLUSIVE EVENTS** for our owners and members

Please contact us beforehand if you need any additional items from the resorts' **COMFORTS OF HOME** list (subject to availability)

Some examples of the available items are: beach chairs, yoga mats, air fryers, shopping trolleys, umbrellas, luggage scales, power banks, hair stylers, sewing kits, anti mosquito plugs, walking poles, picnic baskets & blankets, binoculars, and much more!

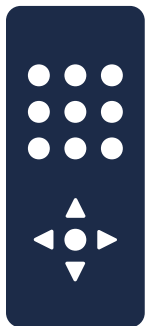
Important Changes

A decision was made to **DISCONTINUE LOYALTY MEMBERS TOILETRY PACKS**. Many items from the packs were left unused. New body lotion and hand wash are now available in all bathrooms. Shampoo/shower gel are the same as before. The bottles of handwash and the body lotion are made of recyclable plastic.

We still have a small stock of loyalty boxes available in some resorts.

UNIVERSAL SOCKETS are no longer authorised in the resorts in Europe. However, all accommodations have a USB/USB-C sockets except in Cala Blanca, where they will be installed by the end of the year.

Technology For Your Stay



Chromecast- mirroring
ITVX & BBC iPlayer download content prior to travel



EV Chargers
available in
13 resorts

1. Jardines del Sol
2. Royal Sunset Beach Club
3. The Alpine Club
4. Le Club Mougins
5. Los Amigos Beach Club
6. White Sands Beach Club
7. Craigendarroch
8. Cromer Country Club
9. The Kenmore Club
10. Pine Lake Resort
11. Thurnham Hall
12. Woodford Bridge
13. Wychnor Park

EV Chargers



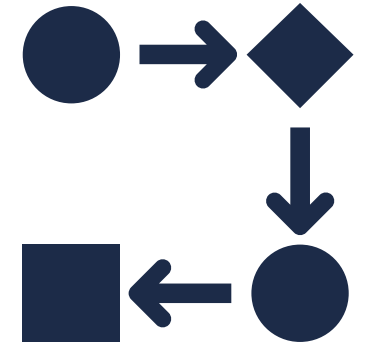
The total EU fleet has 65 vehicles, out of which 65% are electric vehicles & buggies



Kipsu

Thank you to all the members who are using Kipsu to communicate with us!

Many issues continue to be solved in **REAL TIME**



QR Code – Resort Directory

All the information on the resort, facilities, amenities services, initiatives on sustainability and relevant safety details



F&B Update

NEW OPERATORS



Los Amigos Beach Club
MARTIRIO LIMON

Wychnor Park
SOMERVILLS



LOOKOUT FOR SPECIAL DAY CELEBRATIONS



Veggie & Fruit Day



Potato Day



Beer Tasting

AUTISM FRIENDLY



Ongoing training for team members

Pictograms around resort main areas to facilitate communication

Resorts providing sensory kits for those owners and members who might need them, and setting “quiet areas” around resorts

Please contact us in advance if you are traveling with a person with autism

REMINDER: Members with disabilities - please contact the accessibility line on accessrequirements@hgv.com to register any access needs you might have from: limited mobility, wheelchair user, hearing impairment, visual impairment, medical condition, service dog, autism needs

ESG update- we need your support



We continue to work on **sustainability initiatives and practices** in all resorts.

This includes the investment in energy savings with more modern appliances.

All resorts in Spain will see the installation of water management to avoid water waste.

Your care and attention to sustainability is appreciated.

HGV Impact Report



- During 2024, resorts have reduced **single use plastic by 75%** diverting over 422 tons of plastic from landfills
- No more plastic on **dishwasher tablets or laundry detergent**. 100% biodegradable, plastic-free, and chemical-free solutions now in use across all European Resorts
- Overall **energy consumption reduced by 1.4%**
- Expansion of **rainwater collection** to 21 resorts
- Savings of over **320K litres of water and 48K kg of laundry** when you opt out of change of towels and linen
- Composting in 18 resorts and **diverted 6 tons** of organic waste from landfill



Celebrating Environmental Days

15th MARCH
Digital Clean-Up Day



17th & 20th MAY
World Recycling Day
World Bee Day



22nd APRIL
Earth Day



5th & 8th JUNE
World Environment Day
World Ocean Day



20th & 29th SEPTEMBER Clean-Up Day Food Loss & Waste Reduction Day



The Zero Waste Recipe Competition

In celebration of Food Loss and Waste Reduction Day, we're inviting all resorts to take part in a fun and impactful initiative: the Zero Waste Recipe Competition! Under the following link you can find: Checklist/Guideline (for the organization), Signage for the Box to be placed on the reception, Logo of Food Loss and Waste Reduction Day - with the slogan: Wear it. Eat it. Respect it. [Recipe Competition](#)



Coming next.....

October
Halloween Recycled
Decorations

22nd-30th November
EU Week for Waste
Reduction

December
Christmas Recycled
Decorations



WALKATHON FOR WATER

WeAreWater
Foundation

Hilton
GRAND VACATIONS

**3rd
edition**

**19
Walks,
14 to
date**

**+800
sign-
ups**

**+€4.500
raised
to date**



Project in INDIA

“Sanitation & Hygiene Education in Schools & household toilet construction among the Irular community”

Years: 2023-2024
Funds raised: €40.759,36



RESORT PROJECTS

Santa Barbara Golf & Ocean Club - Gym



Before



After

Santa Barbara Golf & Ocean Club - Apartments



Before



After

Jardines del Sol - Villas



Sunset Harbour Club - studios



Sunset Harbour Club – 1 Bed



Vilar Do Golf - all 61 villas now refurbished



Wychnor Park – Restaurant



Royal Tenerife Country Club - Reception



Royal Tenerife Country Club – Lounge design



Club Cala Blanca – NEW Gym



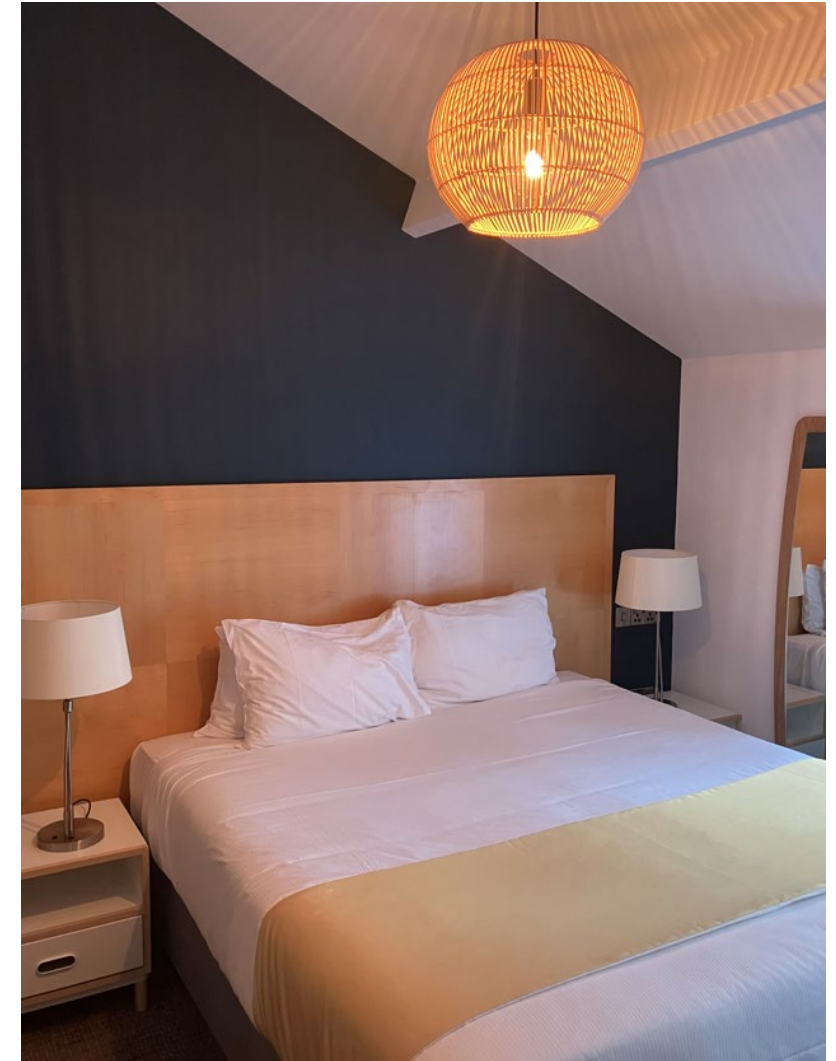
Sunset View Club – Reception



Pine Lake Resort – Studios (6)



Woodford Bridge – Small Birds



Thurnham Hall – Woodland View rebuild – 19 units



Palazzo Catalani – NEW show unit



Palazzo Catalani – NEW pool



Palazzo Catalani – Refurbished SPA



Los Amigos Beach Club – Members Lounge



Sunset Bay Club – Accommodations



Sunset Bay Club – NEW ramps



Le Club Mougins – water pipes works



Kenmore Club – replacing bathtubs with showers



Alpine Club – Building insulation



Before



After

Alpine Club – NEW electricity board



Before



After

Cromer Country Club – 1 Bed



Cromer Country Club – 2 Bed



Canal Boats



Canal Boats





Thank You