Hilton
GRAND VACATIONS

AGM

October 2026



Thank You



Peter Scott

Club Del Carmen

Welcome



Pam Sneath

Club Del Carmen

Mónika Zurawel

White Sands Beach Club



Lucie Mason

Thurnham Hall



Rebecca Bertschinger

Le Club Mougins



Santiago Ortiz

Los Amigos Beach Club



New GMs

Open position for GM at Craigendarroch Lodges and Suites

Awards at Resort Operations Summit 2026

2025 AWARD OF EXCELLENCE Tier 2

Royal Regency



2025 AWARD OF EXCELLENCE Tier 3

White Sands Beach Club



Scores

	EOY 2025	Jan-August 2026	Benchmark 2026
STAY SCORE	90.6%	**91.7%**	90%
PROBLEM INCIDENCE	37.2%	**35.2%**	30%
PROBLEM RESOLUTION	67.5%	**68.0%**	70%
OVERALL CLEANLINESS	92.9%	**93.3%**	93%
O&M RECOGNITION	90.8%	**91.7%**	92%

Scores

TOP 4 STAY SCORE	TOP 4 ROOM QUALITY
Vilar Do Golf	Vilar Do Golf
Sunset View Club	Palazzo Catalani
Cromer Country Club	Club del Carmen
Palazzo Catalani	Cromer Country Club

Branded Resorts

Rebranding and ribbon cutting ceremonies took place on 29 July, the first HGV properties in the Canary Islands and on 16 September for Palazzo Catalani







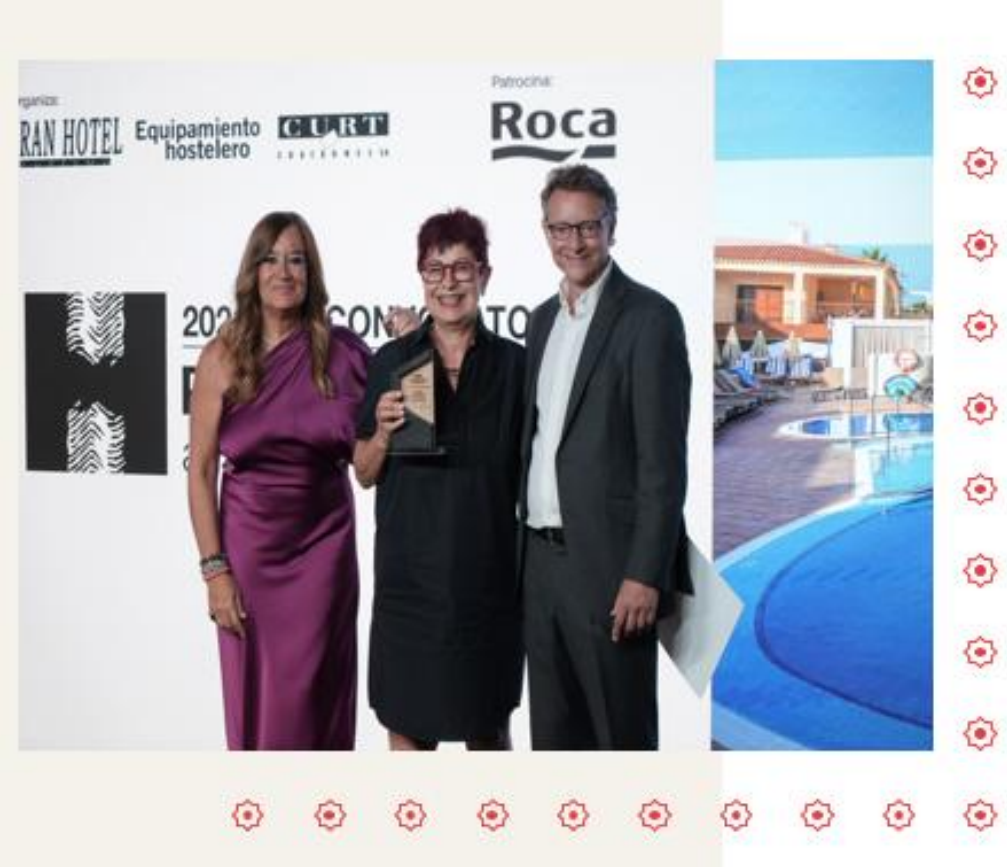


“It was a pleasure to celebrate with our teams in Tenerife the ribbon-cutting for Royal Sunset Beach Club and Sunset Harbour Club, both newly rebranded as HGV resorts”

—Derek De Salvia

CSR Roca Award

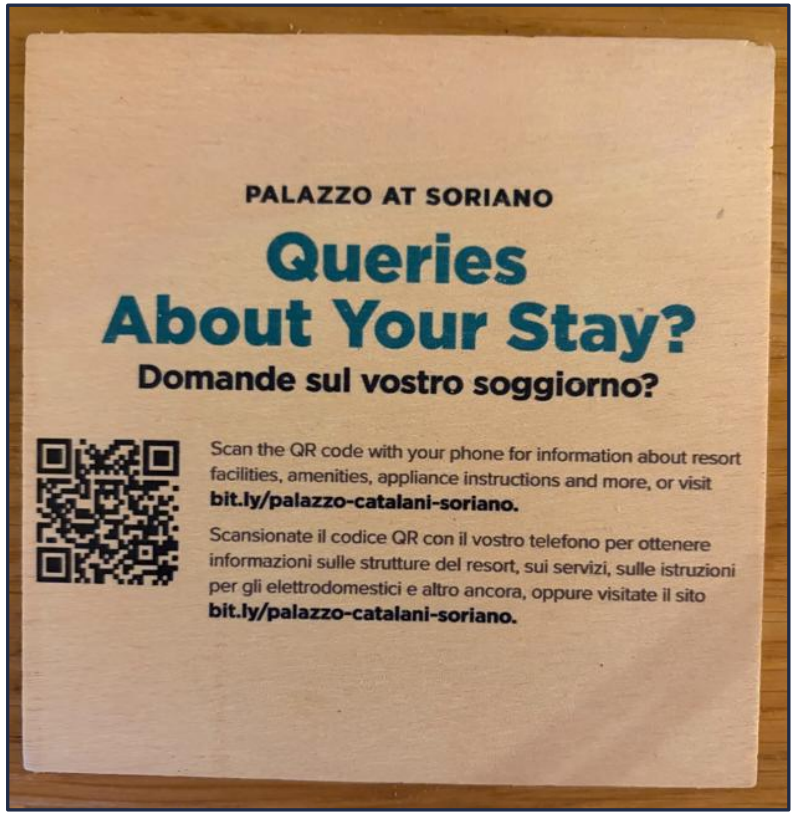
HGV EU Team won **Best Corporate Social Responsibility** award at the 15th Roca Awards for Hotel Initiative chosen by an independent jury who were impressed with the dedication, passion, and commitment shown by resorts across Europe to drive meaningful sustainability and social impact initiatives.



Changes & Improvements

- Members exclusive key cards
- NEW Crabtree & Evelyn amenities
- The resorts with no washing machines in accommodations will offer one free wash per week
- UK TV channels
- Night lights
- Pool towels free for all
- QR codes on wooden support





PressReader & Chromecast



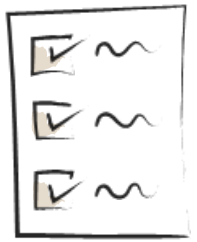
- Choose your favourite newspapers and magazines on PressReader
- Stream your favourite programmes on TV's (content has to be downloaded prior to arrival)

TOP 10 most read publications

1) Daily Mail
2) Daily Record
3) Daily Express
4) Daily Mirror
5) The Mail on Sunday
6) Daily Star
7) The Daily Telegraph
8) Goteborgs-Posten
9) The Guardian
10) Irish Independent

About Resort Operations

How do we control our Quality of Service:



- ❑ Synergy to control maintenance weeks and how quick we answer your calls for repair
- ❑ Room ranker- your scores for each accommodation
- ❑ Scores
- ❑ Clara- cleaning schedules, daily needs, refusal of cleans, towel and sheet replacements
- ❑ Kipsu-why accept the invitation and send us your feedback
- ❑ Annual QA audits- brand standards, condition, cleanliness

Environmental Report 2025

Energy

96%
LED lights
in accommodations

94%
LED lights
in common areas

+134
Additional PV panels

82%
Accommodation
with double glazing

77%
Accommodation
with ceiling fans
(Spain, Portugal, UK)

+10%
Lights with movement
sensors

+3
EV chargers
(CDC and CCB)

+5%
A/C with movement
sensors

+5%
Accommodation
with efficient heating

Water

51
Bathtubs replaced with water-saving showers

10
New water fountains/filters in common areas

22
Resorts with 41 water butts
(+1 resort in 2025 - RRH)

330K lt
Of water saved with Let's Make a Deal

5 tons
Linen and towels NOT laundered

37,725 lt
Of rain collected
(+25% vs 2024)

Waste

80%
Single use plastic reduction

20
Resorts with 27 compost heaps (+2 vs 2024)

7,247 kg
Compost
(+6% vs 2024)

Positive feedback on environmental initiatives

Hilton Vacation Club Sunset Harbour Club Tenerife

Store code: TFNSHGV

Calle Valencia, 3, Pueblo Torviscas, 38660 Adeje, Santa Cruz de Tenerife

M

Márk Miskéri

★★★★★ 3 days ago

It was a wonderful place. Hilton upgraded the rooms, and the equipment is up-to-date. The rooms has got both ac and ceiling fans also. The built-in power outlet contains both usb and usb-c charging port. The kitchen has got drinkable filtered water tap. The cleaning was really good, everyday cleaning. The room equipped with iron and ironing board. The mattress was really comfortable and the bed is big. We didn't eat in the onsite restaurants both the resort has got restaurants, bar, even a small supermarket inside, so if someone doesn't want to go outside here can eat and buy stuff. We didn't use the pool, but it was clean, everyday was cleaned by the staff. The staff was nice, polite. Emilio from the staff was really nice and helpful. I recommend this place for family trip, the beach is near also lot of shop, bars and restaurants in walking distance. I am sure that we will come back soon.

A

Anna

Poland

Two-Bedroom Apartment

3 nights · January 2026

Family

Reviewed: 31 January 2026

January 2026

8.0

Clean rooms and facilities. Comfortable beds.

Eco-friendly toiletries, waste separation options, filtered drinking water.

Friendly and helpful staff.

Outdoor greenery and mini golf.

Very good location.

Environmental Days

WORLD WATER DAY – 22nd March

EARTH DAY – 22nd April

WORLD BEE DAY – 20th May

WORLD ENVIRONMENT & OCEAN DAYS – 5th & 8th June

AQUANAUTS – Summer months

WORLD CLEAN-UP DAY – 20th September

HALLOWEEN RECYCLED DECORATIONS COMPETITION – October

EUROPEAN WEEK FOR WASTE REDUCTION – 23rd-29th November

CHRISTMAS RECYCLED DECORATIONS COMPETITION – December







Activities / F&B Days

JANUARY – New Year's Eve / International Thank You Day

FEBRUARY – Valentine's Day / Sparkling Wine

MARCH – International Women's Day / St. Patrick's Day

APRIL - World Autism Awareness Day / Taste of Easter

MAY - World Cocktail Day / National Canarian Day

JUNE - Fruits of Our Land Competition / World Gin Day

JULY - World Chocolate Day / World Pizza Day

AUGUST - International Beer Day / Potato Day Competition

SEPTEMBER – International Day of Peace / World Tourism Day

OCTOBER – International Coffee Day / Oktoberfest

NOVEMBER – World Kindness Day / Afternoon Tea Week

DECEMBER – World Cookie Day / Taste of Christmas







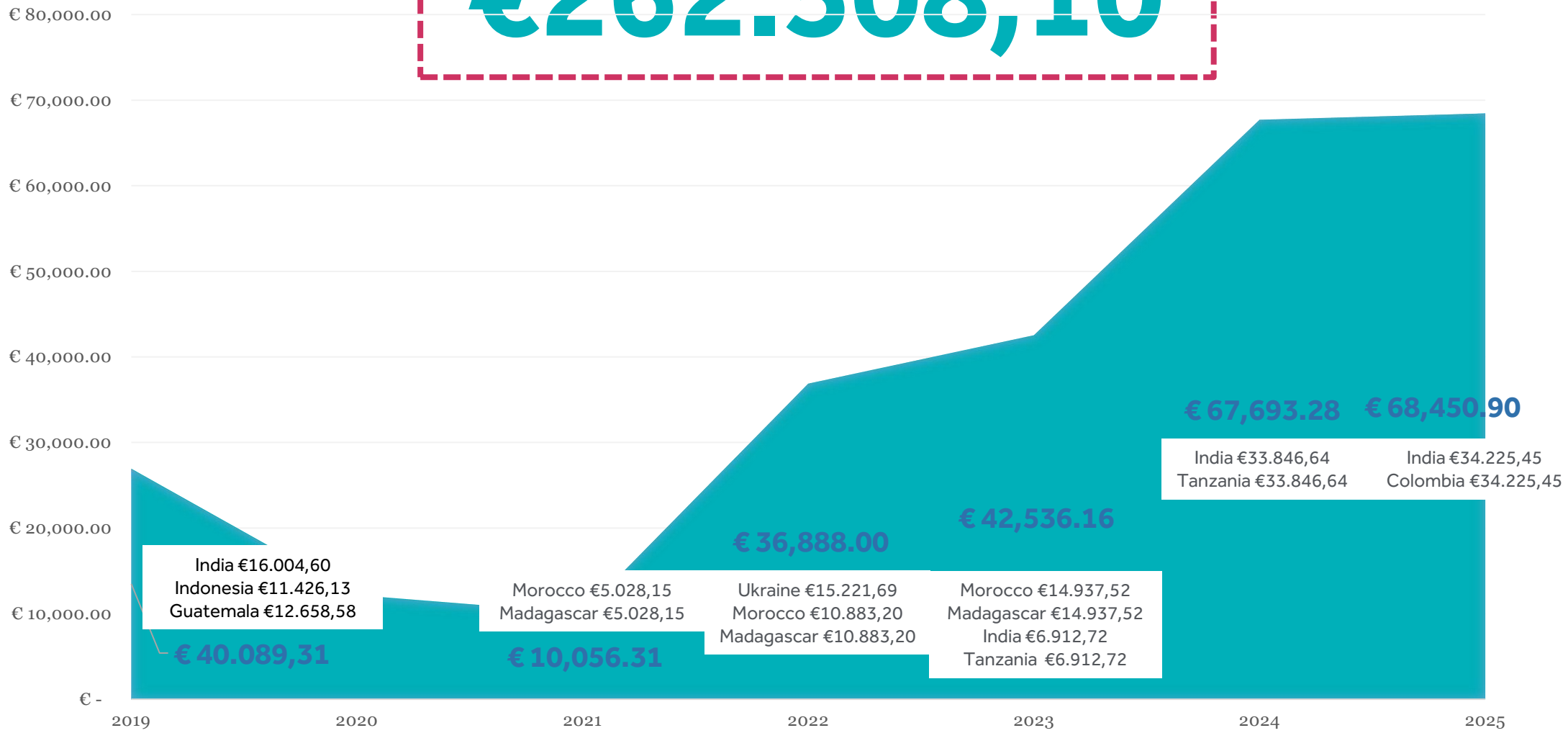
WALKATHON FOR WATER 2026

WeAreWater Foundation

Hilton GRAND VACATIONS

Funds Raised for WAW 2019 - 2025

€262.508,10



Refurbishments

Future refurbishments will mainly encompass partial refurbs, not full unless absolutely necessary

- **All resorts** - renewal of TV's
- **The Alpine Club** - piping replacement in both House I and II
- **Club Cala Blanca** - replacement of A/C units, 2 bathrooms renewal, curtains, electrical appliances
- **Club del Carmen** - partial refurb of 5 villas, complete installation of mosquito nets, sofas & curtains





- **Royal Tenerife Country Club** - full refurb in 5 accommodations, linen
- **Sunset View Club** - partial refurb 4 accommodations
- **Le Club Mougins** - A/C replacement, windows replacement (13 accomm), lights on balconies, change of entrance to resort, improve lighting in the resort
- **Royal Regency** - introduction of A/C to all accommodations, Accessible bathroom refurb, improvement of wifi installation, main entrance door, tunnel replacement
- **Vilar Do Golf** - renewal of A/C
- **Royal Oasis Club at Pueblo Quinta** - refurb of the accessible accommodation







- **White Sands Beach Club** - 4 refurb accommodations, beds replacement, repairs to the parking area
- **Palazzo Catalani -** 7 partial refurbs, repair of all wooden windows, replacement of heating pump in Soriano
- **Cromer Country Club** - 5 partial refurb, roofing, installation of water softener
- **The Kenmore Club** - 9 cottages partial refurb, swimming pool repairs
- **Pine Lake Resort** - high voltage renewal, replacement of lodge entrance doors, repairs to wood structure
- **Thurnham Hall** - sauna and gym renewal, resort lighting, 5 balcony replacements
- **Woodford Bridge Country Club** - patio door replacements, HVAC for changing rooms







ROYAL SUNSET BEACH CLUB

5 refurbs with gardens, A/C renewal, tiling of corridor 2



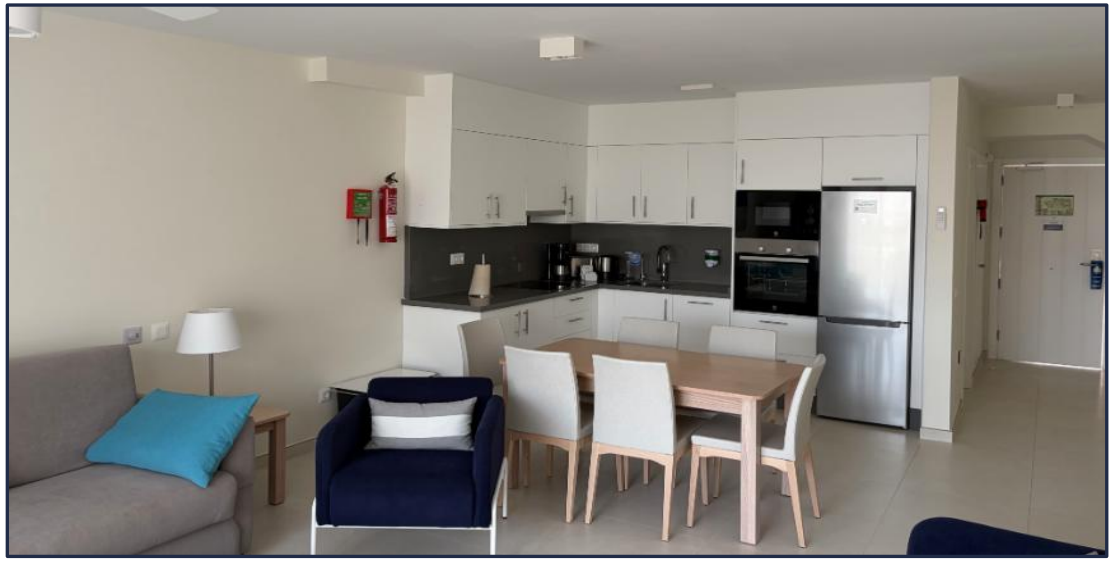












SANTA BARBARA GOLF & OCEAN CLUB

Full refurb of 3 villas, adding terraces to 2, A/C renewal, completion of bed elevators, work on improving pool installation

SUNSET BAY CLUB

3 full refurbs (photo’s), A/C replacement, bed replacement, 1 new buggy









SUNSET HARBOUR CLUB

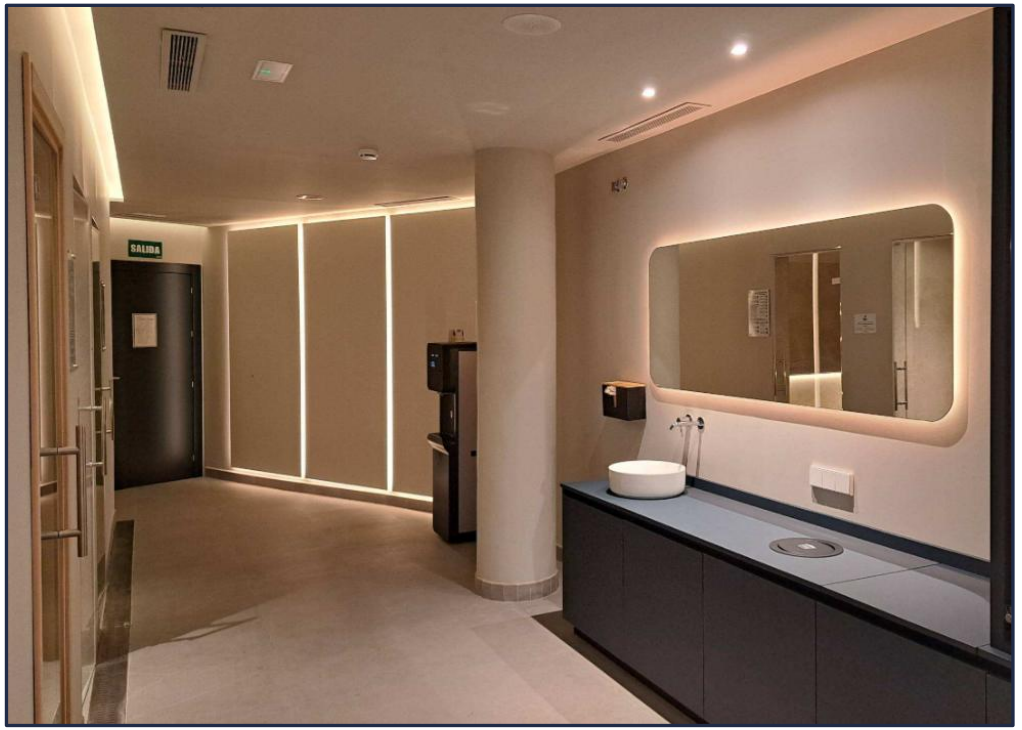
Refurb of 3 studios and one-bedroom, partial refurb of studios, external fence, electrical appliances





SAHARA SUNSET
Replacement of A/C
Completion of all main entrance doors
Renewal of pipes around the resort
Heating pump for Royal Sierra.
Mini golf redesign, teenage area
NEW gym &spa
Renewal of indoor pool roof,









Hilton
GRAND VACATIONS

Thank you