

Welcome!

Diamond Resorts European Collection Limited

Annual General Meeting

25 June 2019

1.30pm

BOARD Members

Suzana
Gomercic

Ruth
Thomas

Simon Lee

Jill Bush
(non-executive Director)

Sue
Barnett
(non-executive Director)

The Club® Update

Nicola Dow

Director of Call Centre Operations and Customer Service

Maria Kalber

Senior Vice President, Global Club Operations

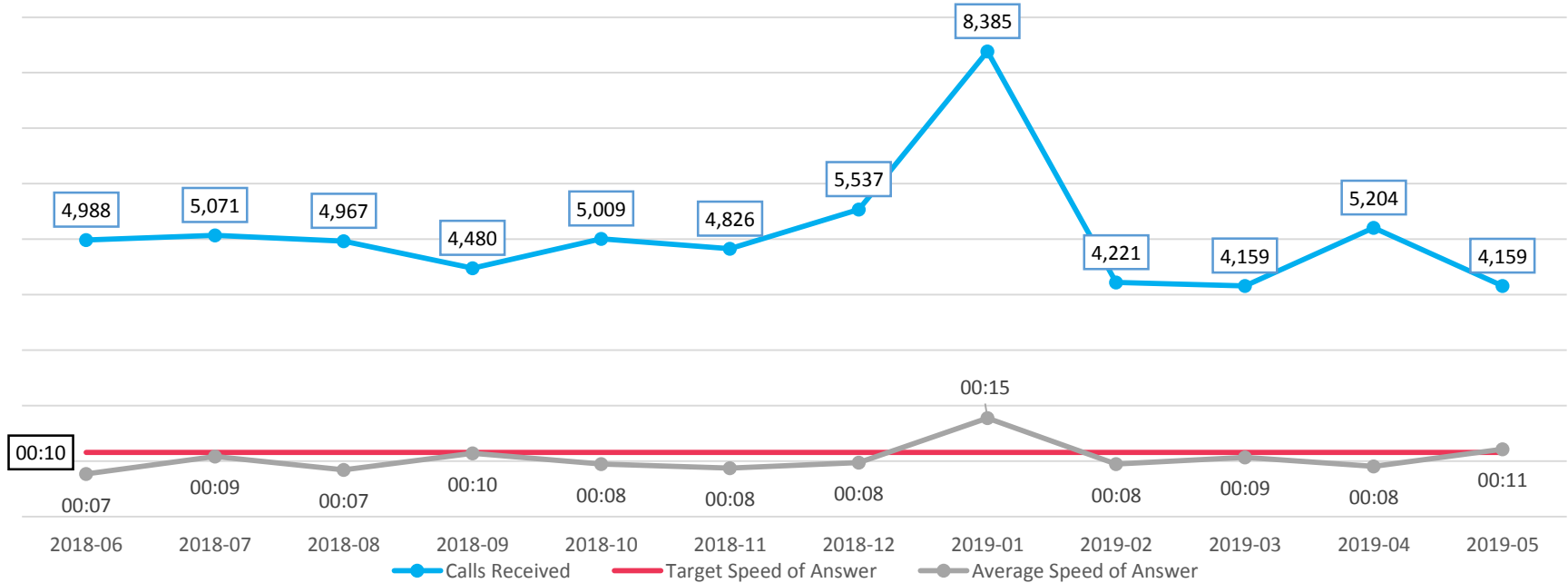
Pleased to see you all!

Nicola Dow

Director of Call Centre Operations & Customer Service

Call Centre Services

June 2018 through May 2019



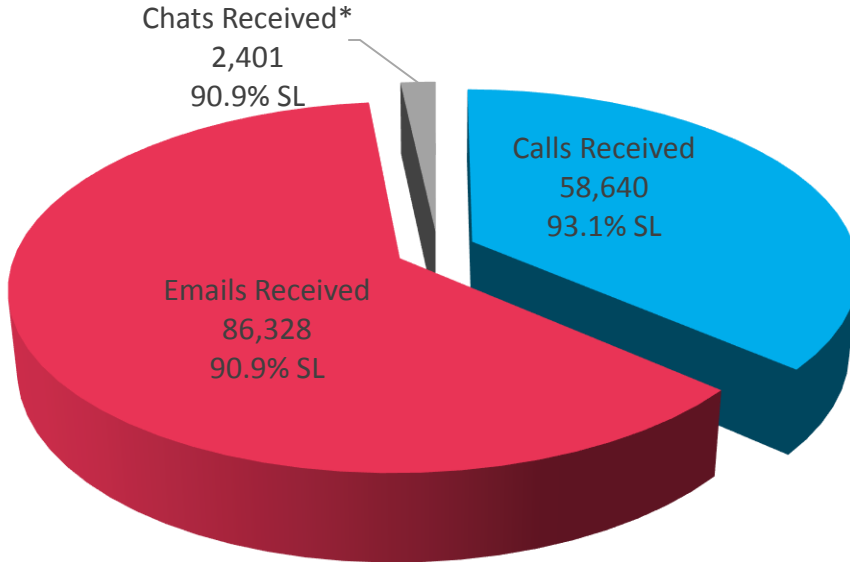
❖ **Total Calls Received: 58,640**

❖ **Average Answered Rate: 9 seconds**

❖ **Target Speed of Answer: 10 seconds**

Communication Services

June 2018 through May 2019



- Service levels between call, email and chat were at 90-93%.
- The call centre contacts increased with billing inquiries in January, but generally, members spent less than 10 seconds waiting for service.

*Chat is available to all levels of membership

■ Call ■ Email Interaction ■ Chat

Primary Language Services

Our Call Centre offers agents who speak:

- Dutch
- English
- French
- German
- Italian
- Russian
- Spanish
- + 248 Other Languages
provided through a
language interpreter
service

Translation Line Languages Offered

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

Total: 248

EUROPEAN COLLECTION

YOUR HOME ADVANTAGE

- Alpine Club
- Club Cala Blanca
- Club del Carmen
- Cromer Country Club
- Diamond Suites at Malta
- East Clare Golf Village
- Jardines del Sol
- Le Club Mougins
- Los Amigos Beach Club
- Palazzo Catalani
- Palazzo at Soriano
- Pine Lake Resort
- Royal Oasis Club at Pueblo Quinta
- Wychnor Park
- Royal Regency
- Park Country Club
- Woodford Bridge Country Club



- 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
- Alvechurch Marina
- Anderton Marina
- Blackwater Marina
- Gayton Marina
- Worcester Marina

Total: 31

EUROPEAN COLLECTION

AFFILIATE RESORTS

- Appartements Rothensteiner
- Balkan Jewel Resort
- Burnside Park
- Dorsett Shepherds Bush
- Gållå Fjellgrend
- Holiday Club Schlösslhof
- Holiday Club Siesta
- Il Cavaliere de Charme
- Mond-Holiday Hotel Bellevue
- Mond-Holiday Hotel Grundsee
- 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
- The Grand at Trafalgar Square London
- The Imperial Hotel Blackpool
- Village Heights Golf Resort

Over 430 branded and affiliated resorts and cruise itineraries to choose from!

Top Visited Resorts

2018



Top 5 European Resorts:

- Pine Lake
- Santa Barbara Golf and Ocean Club
- Sunset Bay Club
- Woodford Bridge Country Club
- Cromer Country Club



Top 5 U.S. Resorts

- Mystic Dunes Resort & Golf Club
- Grande Villas Resort
- Polo Towers
- Cypress Pointe
- Daytona Beach Regency



2018

- 60% of EU Platinum members used the Diamond Preference benefit to select a request for a specific unit
- 40% of EU Gold members used the Diamond Preference benefit to select a request for a specific unit
- 13% of EU members used Diamond Luxury Hotels and Cruises
 - 60% are EU Platinum and Gold members used Diamond Luxury Hotels and Cruises
- 9% of members purchased the Reservation Protection Plan
- 7% of Loyalty members used the Loyalty Accommodation Upgrade benefit
- 4% of EU members used Travel Services for reimbursement
- 2% of EU members used Diamond Flex or Value to rent points
- 47 members used Member Escorted Journeys
- 40 members used Experience Days
- 31 members used Platinum Fee Payments
- 25 members used Club Events

Money Matters

- Reservation Protection Plan
- Legal Protection Plan (valid on US reservations)
- Global Emergency Travel Service (valid on US reservations)



Travel Related

- Flights and Travel Services
- Diamond Luxury
- Global Club Experience Events
- Member Adventures
- Exclusive Member Escorted Journeys
- 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

Home and Lifestyle

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



	Standard up to 14,999	Silver 15,000 - 29,999	Gold 30,000 - 49,999	Platinum 50,000 and more
Loyalty/Guest Reservations ¹	1 per year complimentary	3 per year complimentary	5 per year complimentary	5 per year complimentary
Diamond Flexibility ¹ price per point	€0.24 / €0.28	€0.21 / €0.24	€0.19 / €0.22	€0.17 / €0.20
Diamond Luxury Hotels on selected itineraries ⁵ Diamond Luxury Cruises ⁵	Use points for up to 20% of the cost at €.20 per point	Use points for up to 20% of the cost at €.20 per point	Use points for up to 30% of the cost at €.30 per point	Use points for up to 30% of the cost at €.30 per point
Annual Reservation Protection Plan ⁴	€155 / €181	€205 / €241	€255 / €301	€305 / €360
Single Stay RPP at time of booking ⁴	€88 / €106	€78 / €93	€68 / €81	€63 / €75
Member Benefits Processing Fee ⁶	€30 / €35	€25 / €30	€20 / €25	complimentary
Cruise Points Redemption Fee ⁶	€60 / €70	€45 / €55	€35 / €40	complimentary
The Club Select Deposit Fee ⁷	€59 / €69.03	€49 / €61.25	€39 / €48.75	€19 / €23.75
Diamond Value ¹ days prior to arrival / price per point	-	14 days / €0.10 / €0.12	28 days / €0.10 / €0.12	35 days / €0.10 / €0.12
Loyalty Accommodation Upgrade ³	-	14 nights per year €10 / €12 per night	35 nights per year €7 / €8 per night	Unlimited nights per year €4 / €5 per night

MEMBER BENEFITS REDEMPTION RATES AND PERIODS

Cruise Points Reimbursement eligible % of cost / redemption rate ⁸	Up to 20% of cost at €.04 / €.0468 per point	Up to 20% of cost at €.045 / €.0526 per point	Up to 30% of cost at €.05 / €.0585 per point	Up to 30% of cost at €.06 / €.07 per point
Travel Services Reimbursement eligible % of cost / redemption rate ⁸	Up to 20% of cost at €.04 / €.0468 per point	Up to 20% of cost at €.045 / €.0526 per point	Up to 100% of cost at €.05 / €.0585 per point	Up to 100% of cost at €.06 / €.07 per point
Eligible Booking Window for Reimbursement Benefits ⁸	1 Jan – 31 Mar 31	1 Jan – 31 May	1 Jan – 31 Jul	1 Jan – 30 Sep
Call Center Connection	0345 359 0005	Priority Connection 0345 359 0005	Priority Connection 0345 359 0005	Exclusive Platinum Services 0800 358 7528



HOW IT WORKS:

- 39 cruise itineraries
- Points designation are per cabin, 2-person maximum
- Accommodations are dependent on chosen sailing
- Reservations are paid for with points
- Cabin can be upgraded for cash
- Diamond Flexibility can be used to add points
- Prices start from 6,500 points onwards per cabin
- Ports of departure vary based on itinerary
- Points vary based on season traveling
- Port fees and taxes are not included and are payable at the time of booking in cash
- Gratuities are not included and are payable direct to the cruise line

Full Points Cruises

These cruises can be booked instantly using all points and if you don't have enough points available, your Diamond Flexibility benefit can be used to complete your reservation.



BENEFIT:

- Sail away with THE Club® and enjoy our biggest ever selection of cruise itineraries for you to choose from.
- For 2019 - over 2000 cabins have been made available to members using points!
- We are offering cruises from Norwegian Cruise Line, Princess Cruises, Carnival Cruise Line, Holland America, Cunard, Royal Caribbean!
- Enjoy a wide variety of hand selected destinations for you to choose from including sailings around the Mediterranean, Alaska and Caribbean to name just a few of the great cruise vacations that are now available NOW at excellent points values.

Your points will take you everywhere you want to go!

- Fly away with THE Club® by booking flights to anywhere in the world, book hotel stays outside of our network, and other travel related products.
- Redeem your points within the member benefits redemption window for your membership level, and receive reimbursement amount.



HOW IT WORKS:

- Book your travel through your preferred provider within the required booking windows for your membership tier
- The travel arrangements must be paid in full before any reimbursement can be processed
- After 1 July points can only be redeemed from the following year's allocation by borrowing points from the following calendar year. A deposit will be required from you if you want to redeem points from the following use year.



Club Events



A five to six day, Club- member-only event hosted at one of our European resorts offering daily, planned excursions to discover the history and culture of the local area

AVAILABLE TO:

All members of The Club®

HOW IT WORKS:

- Includes transportation during stay, a stay at a European Resort for a discounted rate, attractions, entertainment and event hosts
- Cash Plus Points
- Scheduled and organized activities created exclusively for members of The Club®
- Additional days can be added
- Call to book
- Does not include transportation to and from destination



Club Events

Experience

Italy

23rd March & 13th July



Experience

Greece

20th July



2019

Experience

Spain

22nd June & 12th October



Experience

The French Riviera

7th September & 19th October



Experience

Portugal

2nd March & 5th October

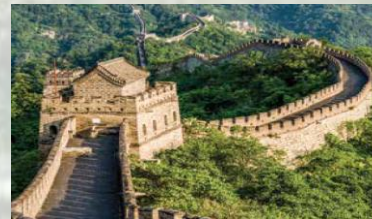


Club events for 2020 will be announced soon!

MEMBER ESCORTED JOURNEYS

HOW IT WORKS:

- Travel the world by coach, cruise, ship, air or rail and discover new places off the beaten path
- Explore with fellow members of The Club®
- No need to worry about where to go next, how to get there and where to stay – all that will be arranged for you
- Log in to the Member Area at DiamondResorts.com and click on The Club® Exclusive Member Escorted Journeys under “Club Travel” to view full itineraries and details
- Use your 20/20 or 30/30 benefit to cover a portion of the cost using your points and pay the rest in cash



A safe and easy way to explore the world with fellow members!

2019 MEMBER ESCORTED JOURNEYS

- English Heritage – 27 July, 2019 (SOLD OUT)
- Peru Explorer – 4 September, 2019
- Essential Scotland – 7 & 20 September, 2019
- Ultimate Safari of Kenya (Optional Rwanda Extension) - 5 & 15 September, 2019
- Taste of Ireland with Dublin Stay – 22 September, 2019
- Highlights of Vietnam, Cambodia and Laos – 2 October, 2019
- Splendors of China – 8 October, 2019
- Classic Northern India – 9 October, 2019
- Inspiring Australia – 10 November, 2019
- Galapagos – 31 October, 2019 (SOLD OUT)
- Foothills of Everest – 14 November, 2019

MEMBER ESCORTED JOURNEYS

2020 MEMBER ESCORTED JOURNEYS

- Ultimate Safari of Kenya (Optional Rwanda Extension) – 20 September, 2020
- Northern Lights and Nordic Fjords – 4 February, 2020
- New Zealand by Rail – 29 February, 2020
- Wonders of Japan – 20 March, 2020
- Costa Rica Adventure Experience – 25 March, 2020
- South Africa and Victoria Falls – 26 March, 2020
- Argentina Wine Tour – 13 April, 2020
- Taste of Ireland – 18 April & 26 September, 2020
- Peru Explorer – 29 April, 2020
- Discover Ireland – 7 May, 2020
- Peru Explorer – 29 April, 2020
- Croatia/Adriatic Mediterranean – 17 June, 2020
- Explore London, Paris and Normandy – July 2, 2020
- Climb Mount Kilimanjaro – August 6, 2020
- Alaska and Canada – Mother Nature's Showcase – September 2, 2020
- Four Capital Cities Europe: Amsterdam, Brussels, Paris, London – 2 August, 2020
- Nepal and Bhutan – 26 October 2020
- Israel – 24 November, 2020

HOW IT WORKS:

- When you are ready to order your voucher(s), log on to Member.DiamondResorts.com and click "Purchase Voucher" from the Diamond Dining Page.
- Select the number of vouchers required and the number of points you would like to use towards Diamond Dining Vouchers.
- Vouchers can be purchased in denominations of €10 with a minimum purchase order of €50.
- Upon receipt of your order your vouchers will be dispatched via Royal Mail within 28 days of the order being placed.
- A process fee may apply.

Redeem your points for a Diamond Dining Voucher, which you can then use towards food and beverages ONLY AT THE SELECTED, on-site resort restaurants at our European Resorts.

AVAILABLE TO:

All members of The Club®

- Baily Bar 2 - Jardines del Sol, Lanzarote
- Baily Bar - Club del Carmen, Lanzarote
- Melrose - Santa Barbara, Tenerife
- The Clubhouse - Sunset Harbour, Tenerife
- JP Sunset View Club - Sunset View, Tenerife
- Las Casitas - Los Amigos Beach Club, Spain
- The Casbah - Sahara Sunset Club, Spain
- Don Alfredo - Royal Oasis Club at La Quinta, Spain
- White's Bar Menorca - White Sands Beach Club, Menorca
- Il Vero Restaurant and Noa Cafe - Vilar do Golf, Portugal
- Palazzo Catalani Restaurant – Palazzo Catalani, Italy
- Koarl & Julia's Restaurant - Alpine Club, Austria

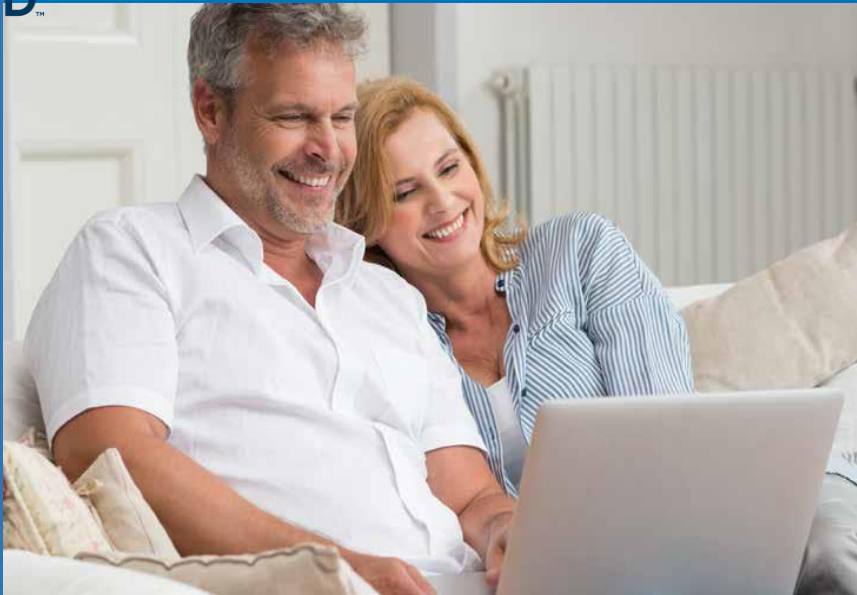


ACCESSIBILITY REQUESTS

At Diamond Resorts™, we offer support when you book your vacation with The Club®.

 Stay Vacationed.®

- We encourage members to let us know of any requirements they might have relating to accessibility or any special requirements you may have prior to arriving at a resort destination.
- Members can select to have their membership account flagged with details that they would like us to be aware of such as (Wheelchair user, Limited mobility, hearing impaired, Sight impaired etc). This can be recorded on your account through your accessibility profile or by telling your reservationist if booking by phone.
- To update your profile online, please visit DiamondResorts.com, log in to the Member Area, and select “Preferences” on the left menu, then “Accessibility”. Select the preferences that you would like us to be aware of or that may make your vacation experience more comfortable.
- Additional information for Diamond managed resorts including resort terrain and accessibility of common areas is available online



Stay Vacationed.®

HOW IT WORKS:

DiamondResorts.com

- Register for your login credentials and maintain your profile with up-to-date contact details, including your current email address
- Find answers to many questions in the FAQ section
- Visit “What’s New” under “My Community” for the latest notices on new resort choices, new benefits Club Events notices and travel alerts

- Members of The Club® will receive e-newsletters in the Spring and Fall annually. These newsletters contain information on the newest resort choices, the latest additions to your member benefits, information on upcoming vacation adventures such as escorted tours and Club Events and special Club discounts and getaways
- What’s New!
- Diamond Resorts app

Important Reference materials available to you

- E-newsletters in your inbox
- Annual Member Directory



Member Education Seminars

Following feedback received, we are delighted to have hosted a number of Member Experience Seminars which at Pine Lake and Thurnham Hall.

These seminars help members learn more about member benefits and understand how they can get the most out of their membership.

During these friendly and informal sessions, we have focused on topics such as:

- Diamond Resorts app
- EU Resort update
- Update on The Club® and member benefits

Feedback from attendees so far has been extremely positive, the next sessions are scheduled for September, October and November. Dates will be released soon.

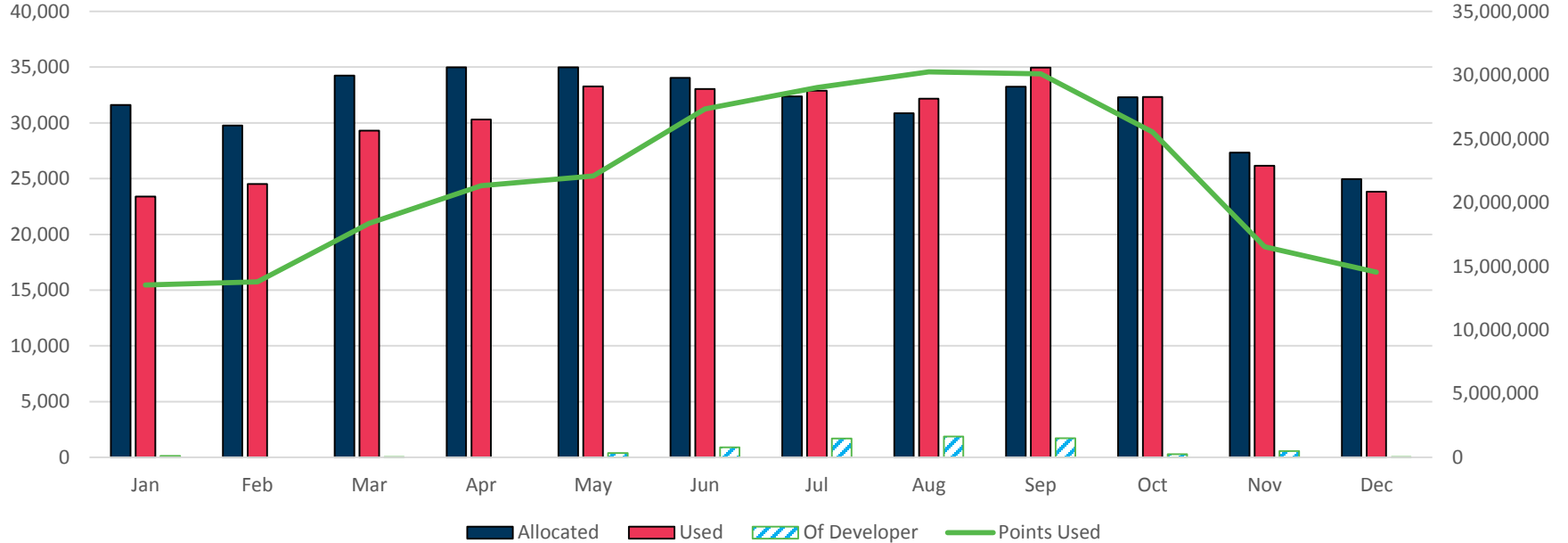
A Warm Welcome From

Maria Kalber

Senior Vice President Global Club Operations

Club Nights Usage + Points Stay Vacationed.®

2018



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Allocated	31,347	29,491	33,743	34,382	34,381	33,450	31,800	30,309	32,636	31,656	26,904	24,590
Used	23,213	24,252	28,807	29,670	32,567	32,292	32,113	31,388	34,280	31,659	25,707	23,496
Of Developer	141	0	10	0	392	903	1,704	1,866	1,736	280	566	19
Points Used	13.52m	13.76m	18.36m	21.32m	22.08m	27.33m	29.01m	30.24m	30.10m	25.52m	16.53m	14.53m

EU Collection Due to Developer

Relinquishments, Delinquencies, Member Benefits and Soft room nights

EU			
Use Year	Points	Est. Weeks	Est. Nights
2016	17,982,892	2,767	19,369
2017	30,154,902	4,639	32,473
2018	23,530,520	3,620	25,340
2019*	16,540,761	2,757	19,299

**Projected*

Local Events

Coming Soon!

The Club® will be introducing a trial run for Local Events available only in Europe which you will be able to book using a points to cover a portion of your accommodation! Experience once in a lifetime events like the below:

Wimbledon (29 June 2020-12th July 2020)

Entertain your members with corporate hospitality at the world's most famous tennis tournament.

The Championships at Wimbledon enjoy a level of history unlike any other tennis tournament and is one of the world's most prestigious events at which to enjoy corporate hospitality.

Additional option: Opportunity to meet tennis stars

Goodwood 2020

Held in the beautiful parkland surrounding Goodwood House, the Festival of Speed is Motorsport's ultimate summer garden party.

Nowhere else will you get so close to the cars and bikes as they blast up the Hill climb track or enjoy such unrestricted access to the machines and the drivers who made them famous.

Packages range from the Clark Pavilion serving an all-inclusive packaging including a 4-course lunch to the more relaxed Start line club boasting street food style catering.



Great News! Coming Fall 2019, The Club® will now be offering Travel Insurance!



Description of Benefits

In just seconds, safely obtain travel insurance £71 that has proven protection benefits and automatically includes your traveling companions against contingencies that can affect your vacation. VacationGuard® provides innovative benefits, including:

- Trip cancellation and interruption
- Trip delay benefits for flying or driving
- Medical expense for injury and sickness
- Lost, stolen, or delayed baggage
- Protection against weather
- Protections for job loss and other perils
- Emergency medical evacuation and repatriation
- Travel assistance protection, worldwide
- And more!



AVAILABLE TO:

All members of The Club[®]

EXAMPLE:

**9-Night French Riviera & Italy
Cruise**

Cruise And Stay Included

2 Night Barcelona Hotel Stay

Best Available Rate: £1,199 per person

Apply up to: 1,199 points

Cash Remainder: £839 per person

Applied Point Value: £360



HOW IT WORKS:

- Guaranteed Best Available Rate
- Standard and Silver members can book incredible cruise and stay holidays and instantly redeem points for up to 20% of the cost at £0.20 per point
- Gold and Platinum members can book incredible cruise and stay holidays and instantly redeem points for up to 30% of the cost at £0.30 per point



Enjoy the latest exclusive member only cruise & stay holidays (**Available only in the European Collection**) – featuring the Caribbean, Miami, Dubai, Abu Dhabi and some amazing Mediterranean destinations. Enjoy accommodations with various cruise lines such as Royal Caribbean, Celebrity Cruises, Princess Cruises and more!



AVAILABLE TO:

All members of The Club®

EXAMPLE:

14-Day Icons of India

Tour Provider: Globus

Itinerary: Mumbai to Delhi

Best Available Rate: £2,849 per person

Apply up to 2,849 points

Cash Remainder: £2,279 per person

Savings: £570

HOW IT WORKS:

- Guaranteed Best Available Rate
- Standard and Silver members can book incredible guided tours and instantly redeem points for up to 20% of the cost at £0.20 per point
- Gold and Platinum members can book incredible guided tours and instantly redeem points for up to 30% of the cost at £0.30 per point

Guided Vacations can take you anywhere in the world and may be your ticket to a perfect hassle-free experience. A typical guided vacation does all the planning for you - selecting the finest hotels, booking your airfare, bypassing long museum lines with VIP access, providing you with little-known insights, engaging commentary, and unique experiences that tell the story of the destination.



Our members can enjoy booking hotel getaways to their favorite cities worldwide

AVAILABLE TO:

All members of The Club®

EXAMPLE:

- A Silver member chooses to offset the cost of a £1,400 hotel stay by paying £ 1,120 (20% of the cost) and converting 1,400 points at £ 0.20 per point for £ 280.



HOW IT WORKS:

- Guaranteed Best Available Rate
- Standard and Silver members can book incredible hotel stays and instantly redeem points for up to 20% of the cost at £.20 per point
- Gold and Platinum members can book incredible hotel stays and instantly redeem points for up to 30% of the cost at £.30 per point

BENEFIT:

- Increased value, flexibility

•30,057 Hotels in Europe

•105,606 Total Hotels

Our members can enjoy more affordable cruises, and can instantly redeem points toward a portion of the cost of a cruise

AVAILABLE TO:

All members of The Club®

HOW IT WORKS:

- Guaranteed Best Available Rate
- Standard and Silver members can book select Carnival Cruise Lines and Norwegian Cruise Lines vacations to incredible ports of call and instantly redeem points for up to 20% of the cost of a Diamond Luxury Cruise booking at £0.20 per point
- Gold and Platinum members can book on all available cruise lines to incredible ports of call and instantly redeem points for up to 30% of the cost of a Diamond Luxury Cruise booking at £0.30 per point

EXAMPLE:

- A Silvermember chooses to offset the cost of a £ 3,000 cruise by paying £ 2,400 (80% of cost) and converting 3,000 points at £ 0.20 per point for up to £ 600 off the total cost of the cruise.



•30/30 Cruise Selection : 5,547 options

•20/20 Cruise Selection: 1,200 options

Diamond Luxury

Ultra Luxury Cruises and Luxury River Cruises

EXCLUSIVE TO:

Platinum members of The Club®



Diamond Luxury River Cruises

Discover river cruising with AmaWaterways™. Explore local culture and sights on included tours, and then hop back on your luxurious river cruise ship.

Diamond Ultra Luxury Cruising

Offering a smaller, more intimate experience, Diamond Ultra Luxury Cruises visit remote islands such as Bora Bora, Huahine and Taha'a. Travel widely throughout Australia, Southeast Asia, Middle East and Europe.



AVAILABLE TO:

Gold and Platinum members of The Club®

HOW IT WORKS:

- Use your points to enjoy VIP experience packages at some of the world's premiere sports events: These are just some of the things you can see first-hand:
 - The world's best golfers chasing the coveted green jacket at The Masters in August, GA
 - The NFL championship game
 - The tradition and grass of Wimbledon, and the hard courts and boisterousness of the US Open
 - The 'fastest two minutes in sports' in the run for the roses at the Kentucky Derby
 - The college football national championship game
 - The breathtaking speeds of Formula 1® Grand Prix racing
 - The European Champions League final



Handpicked specifically with you in mind,
explore the many destinations.
Diamond Exclusives provides members a variety
with exclusive booking rights.

AVAILABLE TO:

Gold and Platinum members of The Club[®]

Immerse yourself in the elegance of lavish living and escape to an eclectic selection of upscale residences from a trendy urban flat in New York City, to a relaxing beachside dream home in the Virgin Islands or a 17th century farmhouse nestled in the enchanted hillsides of Tuscany. All are available for you to book with your points.



HOW IT WORKS:

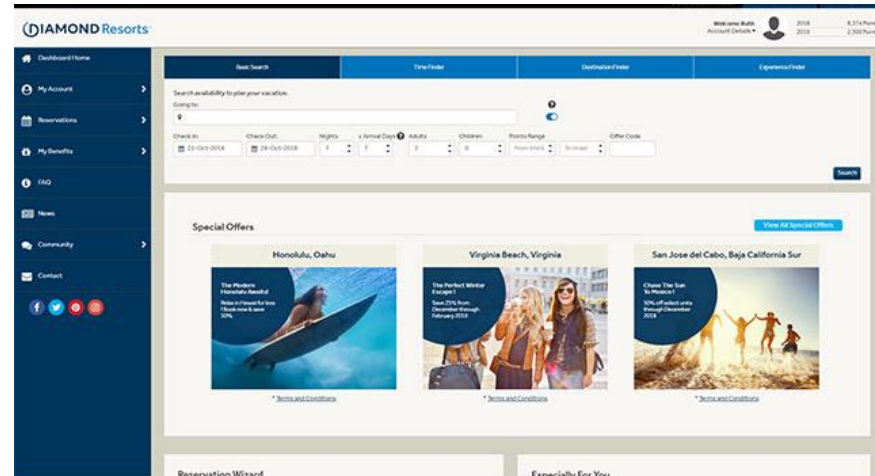
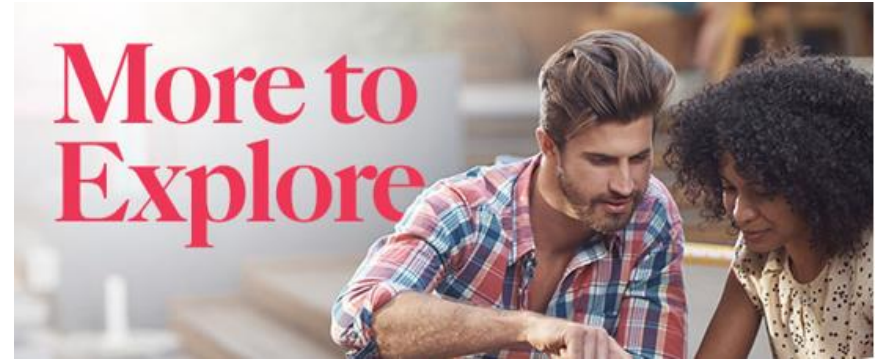
- Use your points to cover the entire cost of accommodation for Diamond Luxury Selection homes
- Explore destinations all over the world and book instantly online

Total Number of Diamond Exclusive Homes: 28
Total number of Non-Exclusive Homes: 9,400

We are working on a new version member site!

Here are a few highlights to look for:

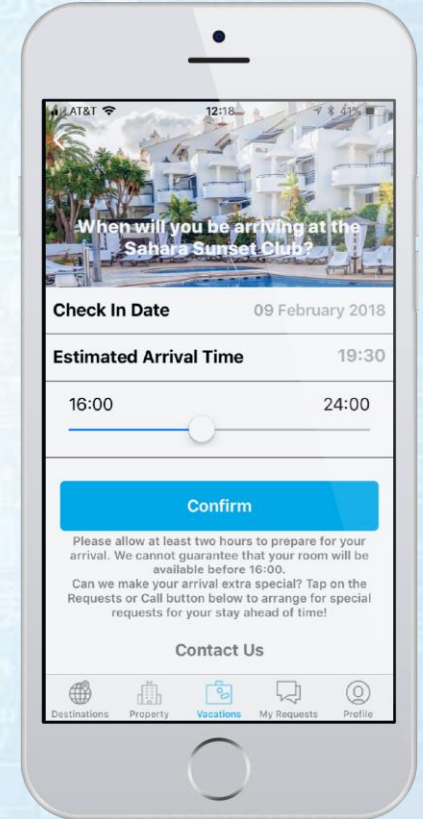
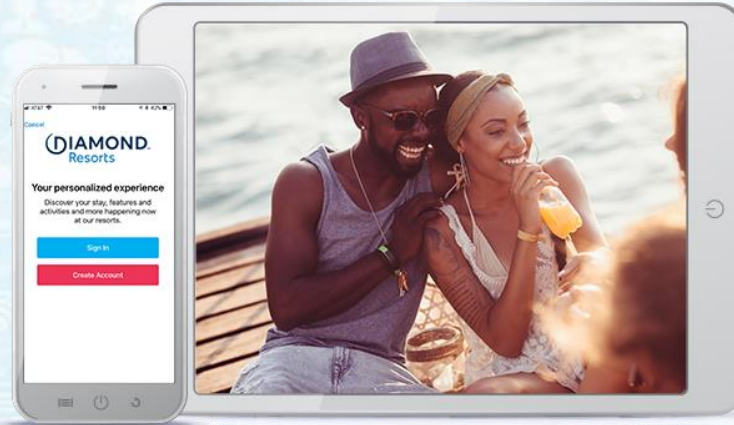
- Important membership and reservation information on the homepage
- Planning tools to explore and plan your next vacation. Try out the Reservation Wizard for new ways to find where your travels can take you
- Easy steps in the Basic Search area for when you know where and when you want to travel
- Streamlined site navigation to make it easier to find what you want, when you want whether on desktop, tablet or mobile devices.



Planning vacations just got a little easier. You can now use the Diamond Resorts App to pre-register and add special requests to an upcoming reservation up to 28 days before arrival. Hello, on-the-go updates!

HOW IT WORKS:

- **Download the Diamond Resorts App on your mobile device**—if you don't have it already—and log in with your Diamond Resorts username and password.
- **Click on the My Vacations tab** and navigate to an upcoming reservation to pre-register or add a request. Remember, you can only do this for reservations that are within 28 days or less.
- **Tap on Explore Resort** for the selected reservation.
- **Tap on Plan Trip.**
- **Use the slider** to let us know what time you plan to check-in on your arrival day and type in any special requests or comments for the resort, such as a room location or extra bedding.



Look Forward to...



- Ticket Master
- Luxury Cars
- UBER
- Additional Wine Offering
- Shopping

The Club[®] Update Questions?

Thank you!



European Resort Operations Update

Suzana Gomercic, Senior Vice President

THANK YOU to the leaving Member Representatives



Roger Hailwood
Thurnham Hall
Owner's Club

Oliver Turner
Sunset View Club
(NEW HOA
Chairman)



Margaret Seymour
The Kenmore Club

Brian Peaty
The Alpine Club



NEW Resort Managers



Julien La Rizza

Jeff Brimble

Adam Davie

Angeles Portillo

Elena Dorta

Youcef Khelifa

Le Club Mougins

Pine Lake Resort

Woodford Bridge

White Sands B. Club

Santa Barbara
(Assistant RM)

Royal Regency

Hospitality Champions 2018



**Ana Paula
Marcelino**

Vilar do
Golf



**Sara
Pampana**

Palazzo
Catalani



**Oscar
Jaramillo**

Club del
Carmen



**Hamid
Elhimas**

Sunset
View Club



**Emma
Wood**

Royal
Sunset
Beach Club

Champions Awards 2018

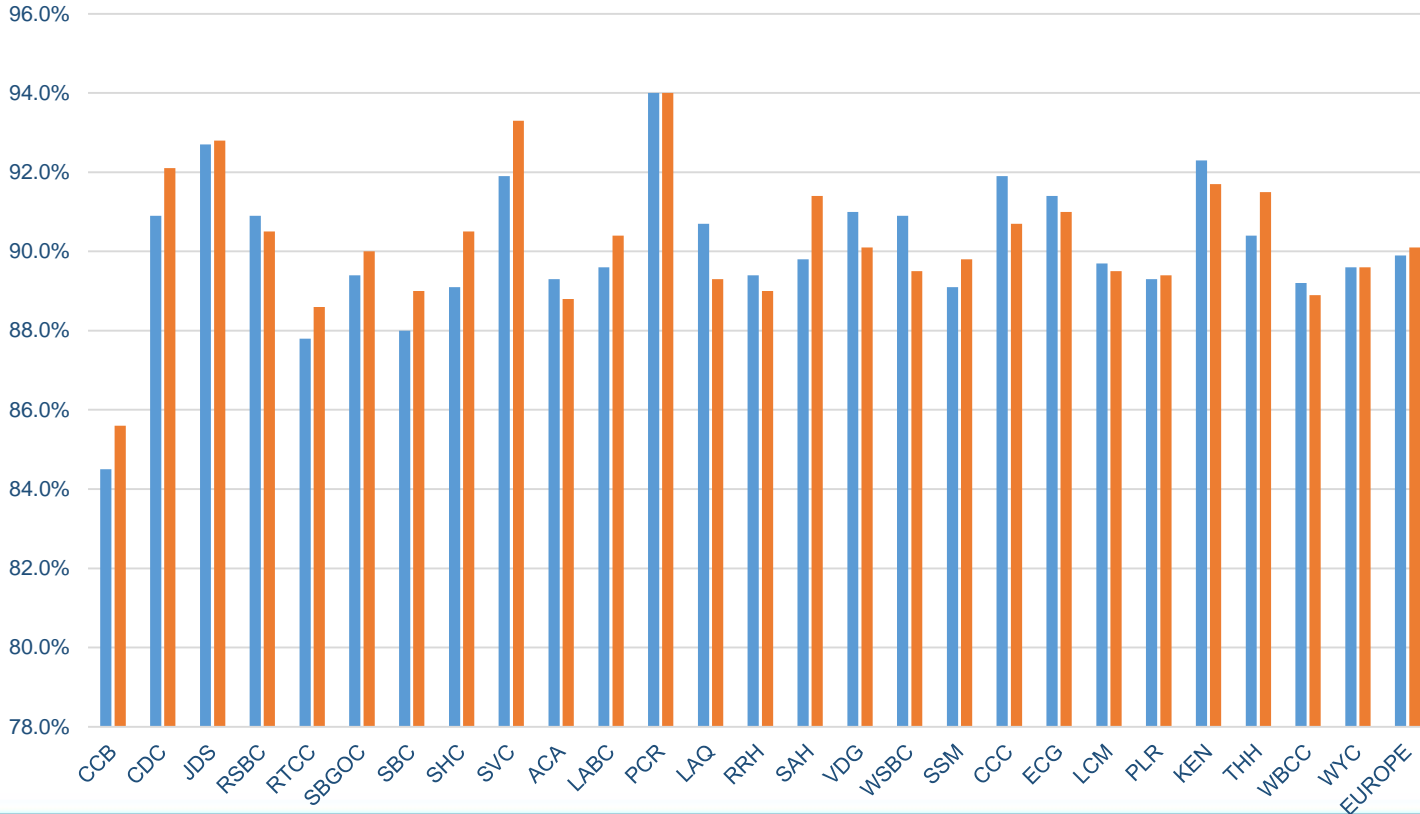
Champions Awards took place in Orlando.

Sunset View & Los Amigos Beach Club

received their award as the Resorts of the Year, Magnolia, Sergio, Irene, Sandrine, Noemi, Lourdes & Ana Paula their Champions Awards.



PDS Full survey 2018 vs 2017



Positive trend, especially on HOSPITALITY, increased from 92.7% in 2017 to 93.2% in 2018

Diamond APP



Increased use
of the App

More than 3000
of your fellow
members are
now using the
app

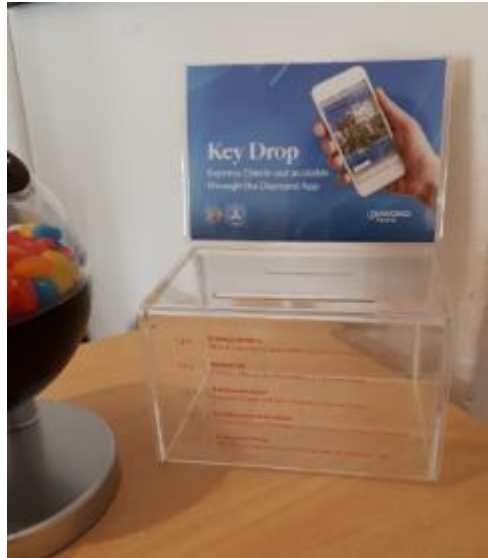


FEATURES



**Pre-registration &
Express check-out**

Key-drop box



Housekeeping mobile used daily

Less Paper

Increased efficiency

No more walkie-talkies

Direct communication with all departments

Inspections

Members pre-registration

COMING SOON!

To be connected to Diamond App for special guest requests



New Housekeeping system



Increased
efficiency

Easier and
quicker
cleans

Better control
of cleaning
solutions

For your comfort

GATES ON
STAIRCASES



FREE SAFES



Free WiFi

USB
SOCKETS



Have you noticed....

The screenshot shows a website interface with a blue header bar containing three buttons: 'ACCOUNT INFORMATION', 'CREATE RESERVATION', and 'MAKE PAYMENT'. Below this is a grey navigation bar with 'Member Area' and 'What's New!' on the left, and 'Contact Us' on the right. On the left side, there is a 'My Account' menu with 'Make Payment' and 'View Statements' options. The main content area is titled 'WHAT'S NEW' and includes the text 'Choose a category to filter posts:'. Below this text are several links: 'Resort Info', 'Benefits', 'Events & Features', 'News', 'Travel Alerts', and 'View All Categories'. The 'Resort Info' link is highlighted with a red rectangular box.



All the latest information resorts now on What's NEW

Environmental Goals 2019

1 Reduce single use plastic by **50%** from the 2017 consumption

2 Further reduce electricity, water, CO2 and waste (measured)

3 Involve all team members in good environmental practices through training, challenges and campaigns (measured)

4 Involve Owners and Guests in our efforts, standards and good environmental practices. (measured)

#DiamondGoGreen - achieved



Reduced energy consumption by 0.34%

90% of lights in accommodations & 81% in common areas are LED
100% in 9 resorts



80% of appliances in accommodations are class A (energy efficient)
100% in 11 resorts





Reduced water usage by 3.75%



80% of resorts have
double flush toilets
(13 resorts have 100%)



14 resorts have 100% low
flow showers and **16**
resorts have 100% low flow
taps



Reduced waste to landfill by 40%



42% of all bins in kitchens accommodations are recycling bins



94% of resorts recycle:
Paper, ink cartridges,
electronics and batteries



Reduced Carbon emissions by 3%



Eight resorts have
electric buggies



Car pooling in most
resorts daily and also for
special meetings and events

Single-use plastic goal reduction

12% less plastic & 22% cost savings on shampoo-body wash refills and body lotions

Cloth linen bags made a reduction of 70% of the use of bin liners

Reduction of 62,000 water bottles from welcome packs (except UK and Austria)



Water filters

New #DiamondGoGreen items



Bamboo toothbrushes



New water bottles



Canvas & cotton bags

we are water
Foundation



DIAMOND
Resorts

PARTNERSHIP



let's
make
a deal

we are water
Foundation

DIAMOND
Resorts



let's make a deal for India

Green INDONESIA we are water INDONESIA

GOAL
To raise funds

to **construct water structures** for the preservation of water and the environmental rehabilitation for **598 families** in the villages of Settipalli (region of Madakasira) and D.K.Thanda (region of Kalyandurg).

Together we will achieve it.

SUSTAINABLE DEVELOPMENT GOALS



let's make a deal for Indonesia

Green INDONESIA we are water INDONESIA

GOAL
To raise funds

to purify water for **350 people** in the communities of Telaga Dalam and Cinto Mandi in South Bengkulu Sumatra.

Together we will achieve it.

SUSTAINABLE DEVELOPMENT GOALS



let's make a deal for Guatemala

Green INDONESIA we are water INDONESIA

GOAL
To raise funds

to rehabilitate the water system damaged by the eruption of the Fuego volcano for **8,336 people** in the community of Siquinaló Esquinla.

Together we will achieve it.

SUSTAINABLE DEVELOPMENT GOALS

Resort Improvements- some highlights

SANTA BARBARA – Pool renovation









(Rendering)

- Open area
- Unobstructed views
- More sunbeds
- Beach-entry access
- Pull cover to retain heat
- Adult only area
- Underwater music
- Enlarged pool bar terrace
- USB sockets around the pool
- Balinese beds

SUNSET HARBOUR – Pool renovation



KENMORE – NEW Balconies



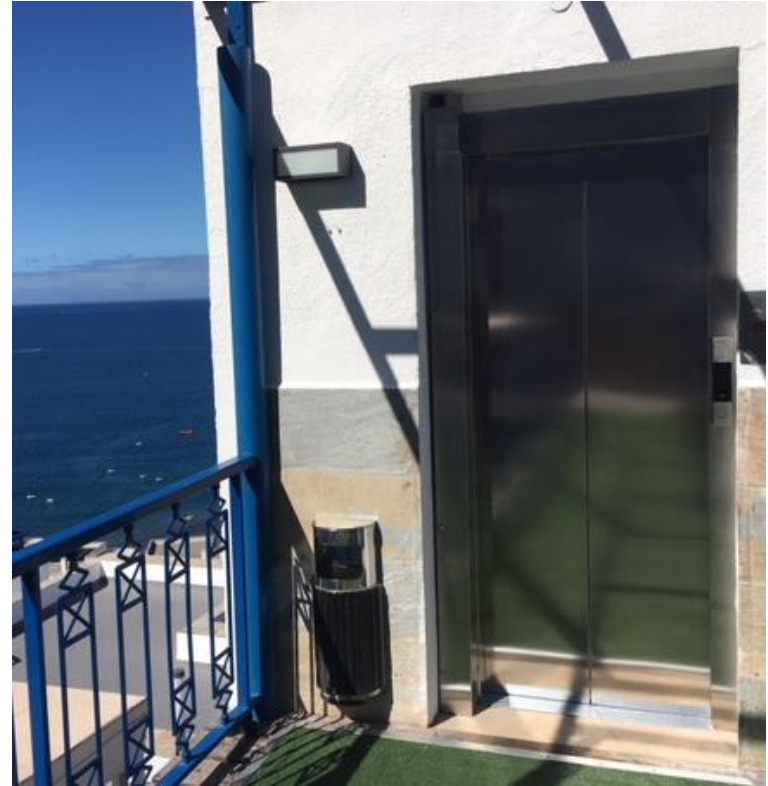


CROMER – “Beach Retreat”





CALA BLANCA – new lift



ALPINE CLUB – Full refurbishment of 2 and partial of 7 accommodations



ALPINE CLUB



ROYAL SUNSET BEACH CLUB – Fence & railings



LOS AMIGOS BEACH CLUB – Newly refurbished one bedroom accommodations (type A)



LOS AMIGOS BEACH CLUB – “The Cube”



SUNSET VIEW CLUB – All bathrooms completed

BEFORE



AFTER



ROYAL REGENCY – 8 refurbished accommodations



DIAMOND SUITES ON MALTA



Accessibility

NEW RECEPTIONS with lowered desks



Sunset Bay Club



Pueblo Quinta



Alpine Club



Royal Regency and Los Amigos Beach Club have removed shower wall chairs and have wet wheelchairs upon request

Six resorts continue to replace bath tubs for walk in showers (SVC, WSBC, LABC, LAQ, SAH, PLR)

Five resorts have installed grab rails in all showers (SBC, SVC, RTCC, ACA, LABC)

Five resorts have installed vinyl non-slippery floorings (SBC, RTCC, LABC, JDS, SAH)

NEW pool hoists in Thurnham Hall and Los Amigos Beach Club (Los Lagos pool)



White Sands Beach Club - improving their accessibility



Ramp entrance to accommodation



Replaced bath tubs for walk in showers
in 2 studios

FUN



NEW smart TV's and a new information channel In lounges over the next 3 years



Welcome image of PCA



MEET YOUR PEERS, USE **THE CLUB TABLE**



Our goal is to bring members together in a social and relaxed environment

Please check with Reception or the bar/restaurant if you wish to make a reservation

DIAMOND.
Resorts

ROMAN DINNER AT THE CLUB TABLE

Monday at 08.00 p.m.

Join us for a wonderful EVENING at
The CLUB TABLE in Palazzo Catalani
Restaurant. The menu includes:

EGGPLANT PARMIGIANA

SPACHETTI CARBONARA STYLE

DESSERT

WATER AND A GLASS OF WINE EACH



COST €30 PER PERSON (5% DISCOUNT FOR BOOKINGS THROUGH THE DIAMOND APP). BOOKING IS REQUIRED.



COMING UP! CHECK-OUT MEMORY TOKENS

Adults (56 mm diameter)

MIRRORS



MAGNETS + BOTTLE OPENERS



Kids (56 mm diameter)

MAGNETS





NEW SUMMER ★ FAMILY ACTIVITY!

“AQUANAUTS: Water keepers”

Educational & fun workshops to increase awareness about the importance of water



DIAMOND Resorts



DO NOT FORGET TO FOLLOW US



- Resort updates
- Activities
- Experiences
- New team members
- Competitions
- And much more....



@DiamondResorts



@diamondresorts



Diamond Resorts



@diamondresorts



Diamond Careers



@DiamondCareers



Diamond Resorts

Let's sum up - what Diamond resorts offer

High quality accommodations (53% full refurbishments) and facilities

Renewed and new facilities in most resorts

Excellent activities and experiences

Accessible resorts and fully accessible accommodations

Sustainable resorts

Full activity programmes in most resorts

#DPerfectService

EUROC

“Diamond’s commitment to protecting the interests of owners and members remains paramount. By our resort clubs supporting EUROC we believe this will further strengthen the voice of timeshare owners in the marketplace and address challenges both facing the future of the timeshare industry and the protection of individual members.”