

# European Collection Resorts Operations Update



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Suzana Gomercic  
Senior VP, European Resort Operations

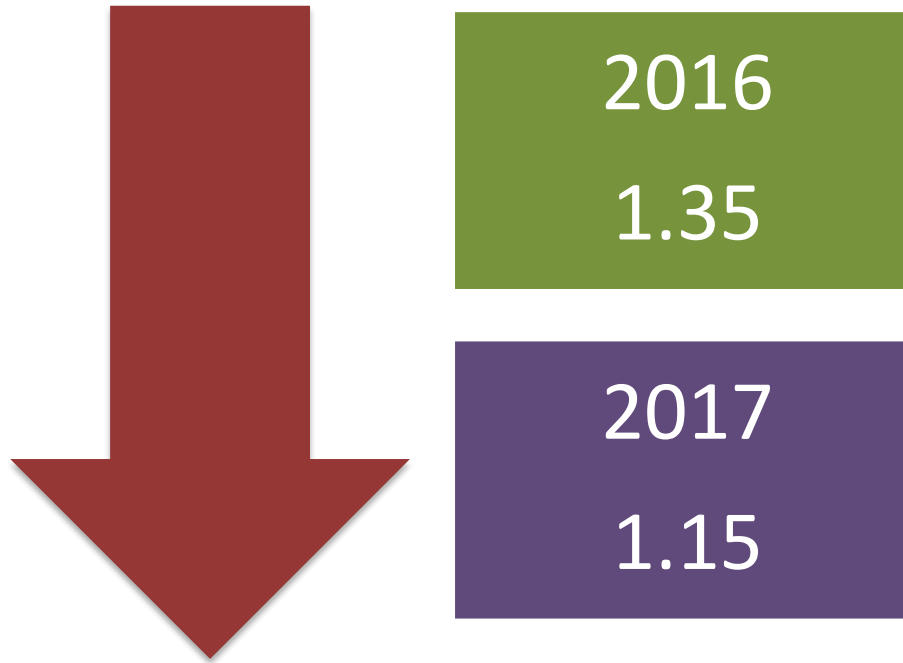


in 2016



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# Budgets & Exchange rate



**BRITAIN** **EXIT**





**Budget calculated at 1.35, the pound sterling dropped in June after Brexit to the lowest 1=1.1**



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# As a result.....

Sinking funds had to be reviewed and many projects put on hold



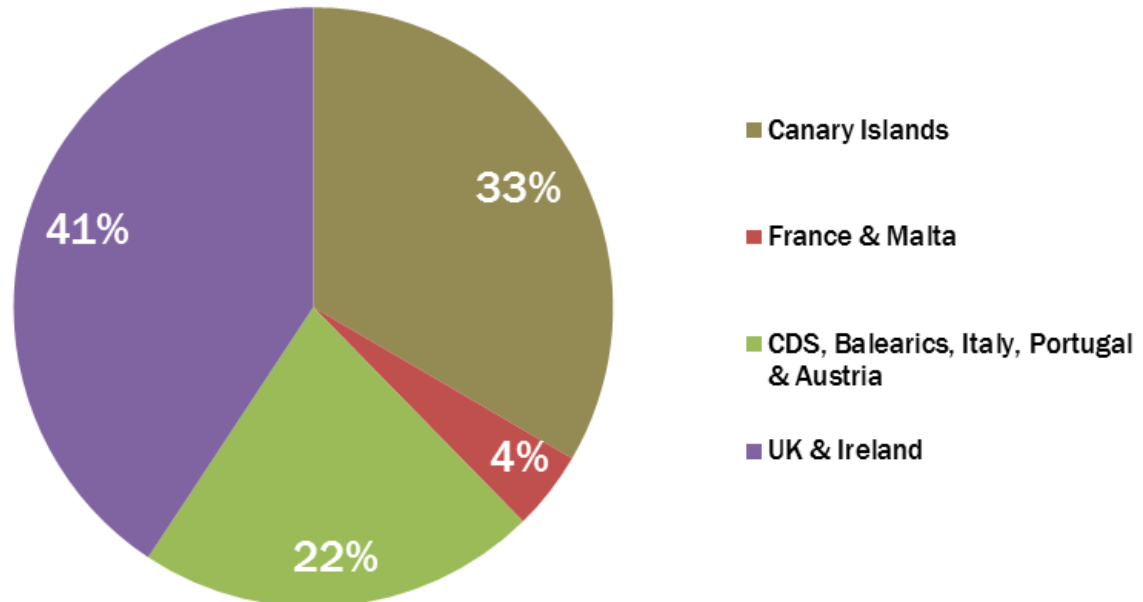
Most resorts in the Euro zone ended the year with an adverse variance mainly due to the drop in the exchange rate.



# Full Refurbishments

50%

of EU resort accommodations have been fully refurbished



# Resorts with all accommodations refurbished

- ✓ Vilar do Golf
- ✓ Le Club Mougins
- ✓ Jardines del Sol
- ✓ Club del Carmen by end of 2017
- ✓ Royal Sunset Beach Club & Wychnor Park- end of 2018

# Partial refurbishment in all accommodations:

- ✓ Sunset Bay Club - completed
- ✓ Santa Barbara Golf & Ocean Club by end of 2018

# Refurbished studio

## White Sands Beach Club



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# NEW Accessible apartment Le Manoir de Deux Amants



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# NEW Accessible apartment Le Manoir de Deux Amants



# NEW Accessible apartment Le Club Mougins



# Refurbished apartments

## Le Club Mougins





# Refurbished studio Cromer Country Club



**Before**



**After**



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# Partial refurbishment apartment Santa Barbara Golf & Ocean Club



**Before**



**After**



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# Refurbished Pool Sahara Sunset



**Before**



**After**



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# Refurbished Pool Jardines del Sol



**Before**

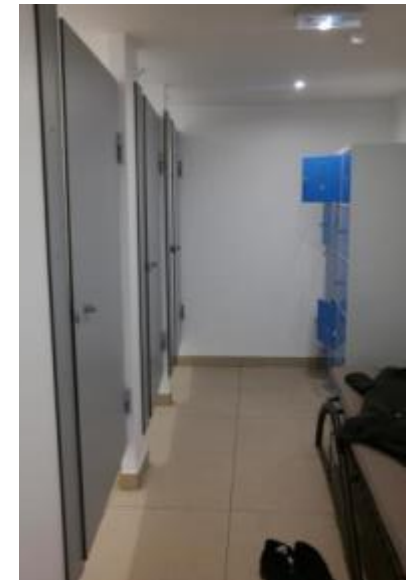
**After**



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# Indoor pool area Le Manoir de Deux Amants



# Brand New Launderette Royal Regency



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# Bottom car park Thurnham Hall



**Before**

**After**



# For your safety - vertical grab rails in all showers and baths



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# Resort Improvements

Hospitality packs  
with high quality  
coffee

Dishwasher and  
washing machine  
tablets replenished  
on cleaning days

Quality amenities

Universal sockets  
for all world plugs

USB sockets

Tissues & kitchen  
paper

Ipod/phone  
stations

Best quality Serta  
beds

Duvets instead of  
blankets

Magnifying mirrors

Smart TV's in all  
lounges and  
master bedrooms





# Diamond standards & services for all members



# Resort Standards

According to @luxury\_travel blog, the 10 things every luxury hotel room should have are:

1. Outlet by the bed

2. Sufficient Storage

3. Sufficient towels

4. Blackout curtains

5. WiFi

6. Robes

7. Water

8. Privacy

9. Safety deposit box

10. Hair dryer





**If you drive an electric / hybrid car**



**Bike racks in all European resorts**



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**Stair gates in duplex accommodations**



# Small Things Matter

The NEW toilet & kitchen paper are environmentally friendly as they are made with recycled paper that **DOES NOT** use bleaching chemicals and is of great quality



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# Focus on Team Members

## DRI Europe at a glance

**2,569, 163**

hours worked in 2016



**1,360**

employees

63% women, 37% men



Job opportunities

for **17**

people with impairments



**€19,000**

+ charitable donations



**+750€**

value for food collected



**54** internal

promotions. 22 in Spain,  
3 in France, 25 in UK, 2  
in Italy & 2 in Greece



**55**

nationalities, being top 5:  
Spanish, UK, French  
Portuguese & Italian



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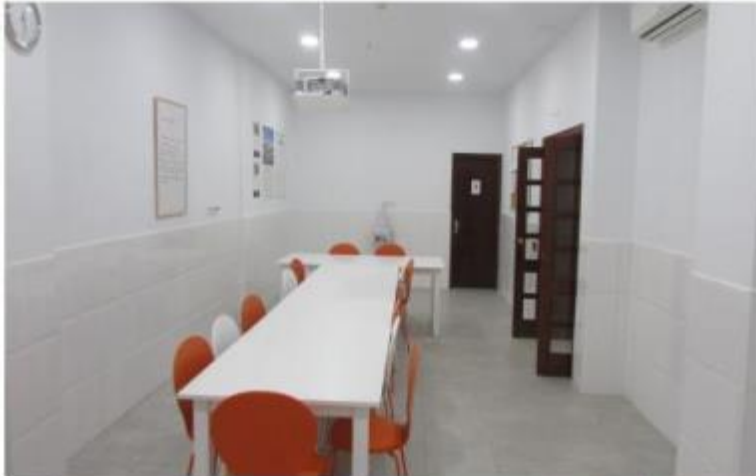
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# It is about people

- ✓ This year Diamond will recognise 336 team members with 10, 20 or 30 years seniority with special name badges



# Improved staff rooms





# Connect & Celebrate, bring teams together



Thurnham Hall



Vilar do Golf



Los Amigos Beach Club



Sunset Bay Club



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# Volunteering

Spanish resorts participated in three blood donation campaigns, 90 donors in total



It is estimated that each donor saves 3 lives; hence, we have helped “saving 270 lives”



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# Chairman's Awards in Los Angeles



Team Member	Resort
Lucia (HSKP)	Sunset Bay
Santi (HSKP)	Sahara Sunset
Nadine (REC)	Royal Regency
Ruth (REC)	Royal Sunset
Andy (MAINT)	Wychnor
Oscar (VALET)	Club del Carmen
Jose (REC)	Los Amigos



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# Resorts of the Year 2016

## Small Resort



**Jardines del Sol, for 2nd consecutive year**



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# Resorts of the Year 2016

## Large Resort



## Royal Sunset Beach Club



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# Sustainability

## Our goals to reduce utility bills

Monitor water consumption

Better waste classification aimed to send less tonnage to landfill and make savings

Reduce electricity consumption by taking further measures:

1. Introducing LED bulbs in all resorts
2. Installing A/C sensors
3. Purchasing low consumption electrical appliances





# Towel card & linen cleaning schedule

**White towel. Green choice.**  
 Frisches Handtuch. Umweltfreundliche Entscheidung.  
**Asciugamano bianco. Scelta verde ecologica.**  
 Serviette propre. Choix écologique.  
**Toaila limpa. Piensa en verde.**  
 Toalha Branca. Escolha Verde.

On your designated towel changeover day(s), only the towels you leave on the floor will be replaced with fresh ones.

Am festgelegten Reinigungstag mit Handtuchwechsel, werden nur jene gewechselt, welche am Boden liegen.

Nei giorni stabiliti per il cambio della biancheria da bagno, verranno sostituiti solo gli asciugamani lasciati a terra.

Lors du jour de change du linge de toilette prévu, seules les serviettes déposées au sol seront remplacées.

Solo se cambiarán las toallas que deje en el suelo en los días que le han sido designados para este servicio.

Nos dias designados para mudança de toalhas, só serão trocadas por toalhas limpas, as que deixar no chão.




WE CARE ABOUT OUR ENVIRONMENT AND ASK YOU TO JOIN US IN OUR SUSTAINABILITY EFFORTS.  
 Your linen is to be changed on: **SUNDAY**  
 Please place this card on the bed if you wish to receive this service.

NOUS NOUS SOUÇIONS DE NOTRE ENVIRONNEMENT ET VOUS DEMANDONS DE VOUS JOINDRE À NOUS DANS NOS EFFORTS DE DÉVELOPPEMENT DURABLE.  
 Vos draps doivent être changés le: **DIMANCHE**  
 Si vous souhaitez bénéficier de ce service, veuillez placer cette carte sur le lit.

WIR GEHEN VERANTWORTUNGSVOLL MIT UNSERER UMWELT UM UND BITTEN SIE, UNS BEI UNSEREN BEMÜHUNGEN UM NACHHALTIGKEITZU UNTERSTÜTZEN.  
 Ihre Bettwäsche soll gewechselt werden am: **SONNTAG**  
 Bitte legen Sie diese Karte auf den Bett, wenn Sie diesen Service wünscht.



## YOUR HOUSEKEEPING SCHEDULE

IL PROGRAMMA DELLE PULIZIE DURANTE IL SUO SOGGIORNO - SEU ZIMMERREINIGUNGSPLAN  
 CALENDARIO DE LIMPEZA DE SU AJUSTAMENTO - O SEU PLANO DE LIMPEZA - VOTRE PROGRAMME DE NETTOYAGE

<ul style="list-style-type: none"> <li>Check in</li> <li>Arrive</li> <li>Arrivée</li> <li>Arribada</li> <li>Arrivo</li> <li>Arrive</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning</li> <li>Wache</li> <li>Nettoyage</li> <li>Limpeza</li> <li>Limpeza</li> <li>Nettoyage</li> </ul>	<ul style="list-style-type: none"> <li>Towel Exchange*</li> <li>Cambio de paños*</li> <li>Handtuchwechsel*</li> <li>Cambio de toallas*</li> <li>Mudança de toalhas*</li> <li>Remplacement de linge de toilette*</li> </ul>	<ul style="list-style-type: none"> <li>Bed Linen Exchange*</li> <li>Cambio de sábanas*</li> <li>Bettwäscheaustausch*</li> <li>Cambio de roupa de cama*</li> <li>Mudança de lençóis*</li> <li>Remplacement de linge de lit*</li> </ul>	<ul style="list-style-type: none"> <li>Check out</li> <li>Departure</li> <li>Aléguia</li> <li>Salida</li> <li>Partida</li> <li>Check out</li> </ul>
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\*The best of our sustainability efforts, save water and energy during your stay. \* To reduce our water footprint per an average night stay, approximately twice a week (twice) 1 week maximum. \* Reducing the use of water and energy reduces your carbon footprint. \* Check a number of services on our website for sustainability and other tips to help you reduce your carbon footprint. \* Para saber de más sobre nuestros esfuerzos de sostenibilidad, visite nuestra página de consejos de sostenibilidad. \* Para saber de más sobre nuestros esfuerzos de sostenibilidad, visite nuestra página de consejos de sostenibilidad.

**3**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

**4**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

**5**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

**6**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

**7**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**8**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**9**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**10**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**11**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**12**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**13**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF

**14**

night stay + numero noche - Übernachtungen  
noche + noche de estada - noites

1st night: +WF

2nd night: +WF

3rd night: +WF

4th night: +WF



# Educational Activities

## Energy, Water and Paper Saving Campaigns



SAVING ENERGY  
is a Bright Idea

Diamond Resorts International®  
ELECTRICITY SAVING CAMPAIGN

Diamond Resorts International®  
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The graphic features a lightbulb with a green leaf growing from its base, symbolizing energy conservation. The background is decorated with colorful circular patterns at the top.



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PAPER SAVING CAMPAIGN

# RETHINK PAPER

Participate in our...

- Fun Activities
- Family Workshops
- Paper Personality Quiz

Reduce your eco footprint and win eco friendly prizes!  
For more information, visit us at Reception.

The graphic shows a hand holding a globe of the Earth, with a recycling bin and a crumpled paper ball nearby. The background includes green grass and a blue sky.

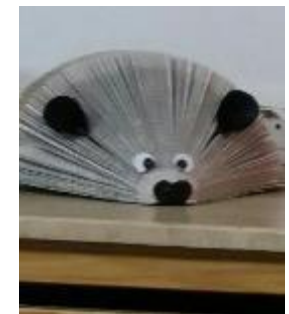
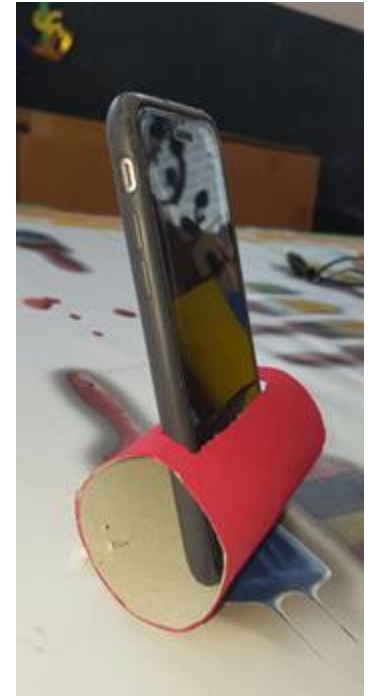


Save WATER

Preserve Life

The graphic depicts a faucet with a single drop of water falling, a tree growing from a globe of the Earth, and a blue cloud with raindrops. The background is a blue wavy line representing water.



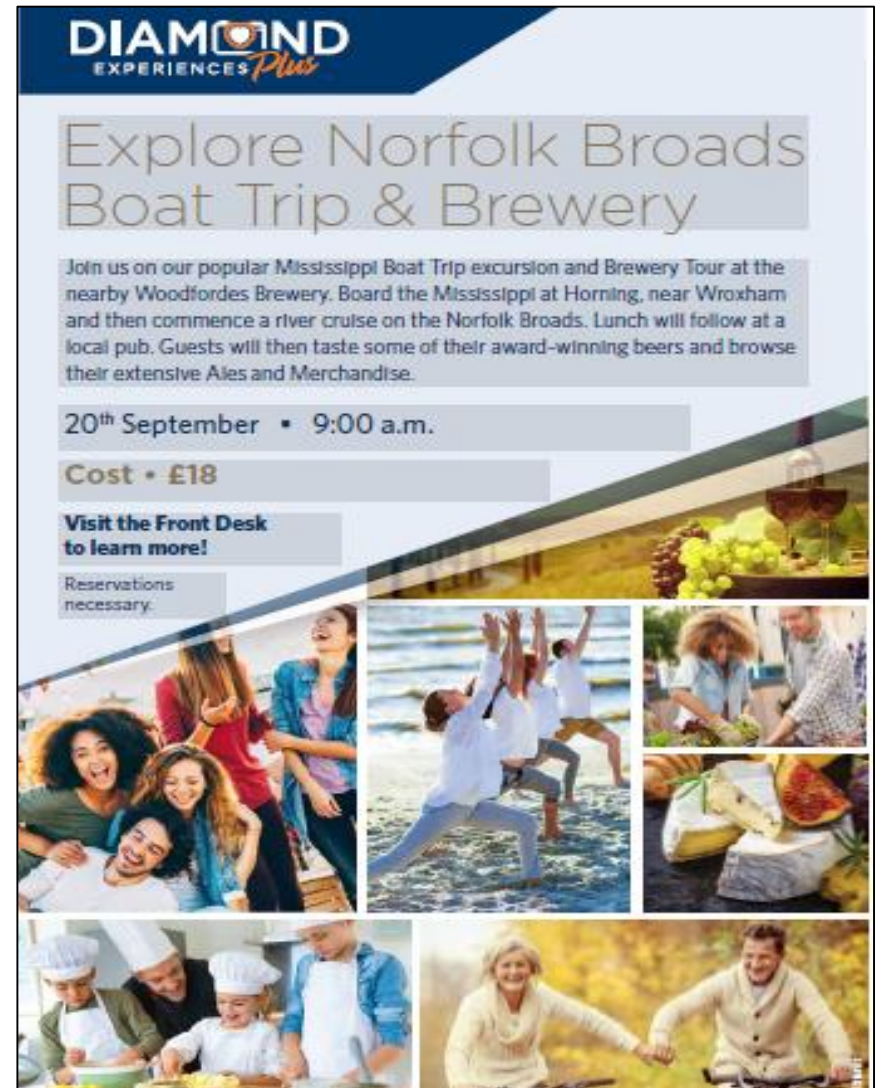


# NEW – Diamond Experiences PLUS

Innovative, exclusive and enticing experiences for Members, Owners and Guests to take unforgettable memories back home



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EXPERIENCES *Plus*

## Explore Norfolk Broads Boat Trip & Brewery

Join us on our popular Mississippi Boat Trip excursion and Brewery Tour at the nearby Woodfordes Brewery. Board the Mississippi at Horning, near Wroxham and then commence a river cruise on the Norfolk Broads. Lunch will follow at a local pub. Guests will then taste some of their award-winning beers and browse their extensive Ales and Merchandise.

20<sup>th</sup> September • 9:00 a.m.

**Cost • £18**

**Visit the Front Desk to learn more!**

Reservations necessary.





Olive Oil experience in Italy

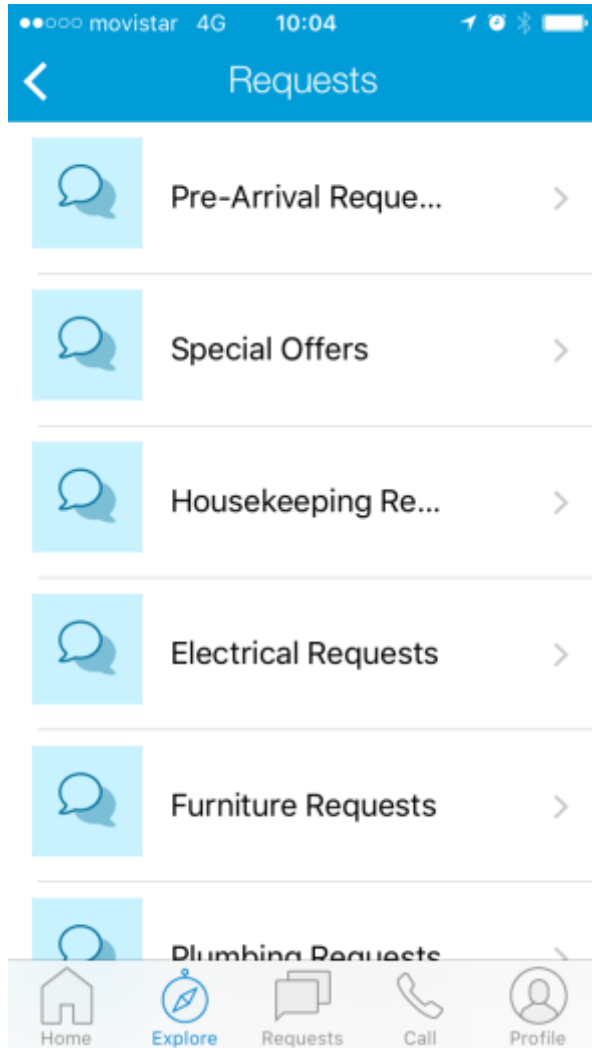


“A friend away from home”

<b>Resort</b>	<b>Experience</b>
Broome Park	The Lord Kitchener Experience
Club Cala Blanca	The Old Gardener's Experience
Kenmore Club	A Taste of Scotland - Yummy shortbread making activity
Pine Lake	World Famous Morecambe Bay Shrimps .. cook, learn and Try
Pueblo Quinta	Once upon a time, Malaga Airport
Royal Tenerife	Laughter therapy
Santa Barbara	The 1001 Arabian Night
Thurnham Hall	Fruit picking experience - pick and pay
Vilar do Golf	Honey Experience

**And many more to share our culture, gastronomy,  
nature, sports, wellness, adventure**

# Find out more on Diamond App



**IT IS VERY EASY!!**

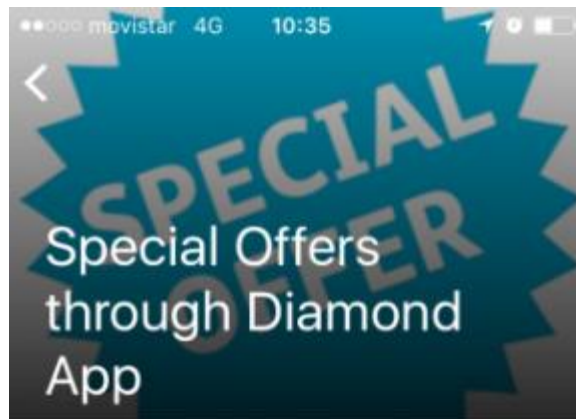
**Contact the resort before you travel, send any request you might have, look for special offers**

**Keep in touch during your stay, book anything you need!**

**You can even send postcards and Facebook and twitter messages!!**



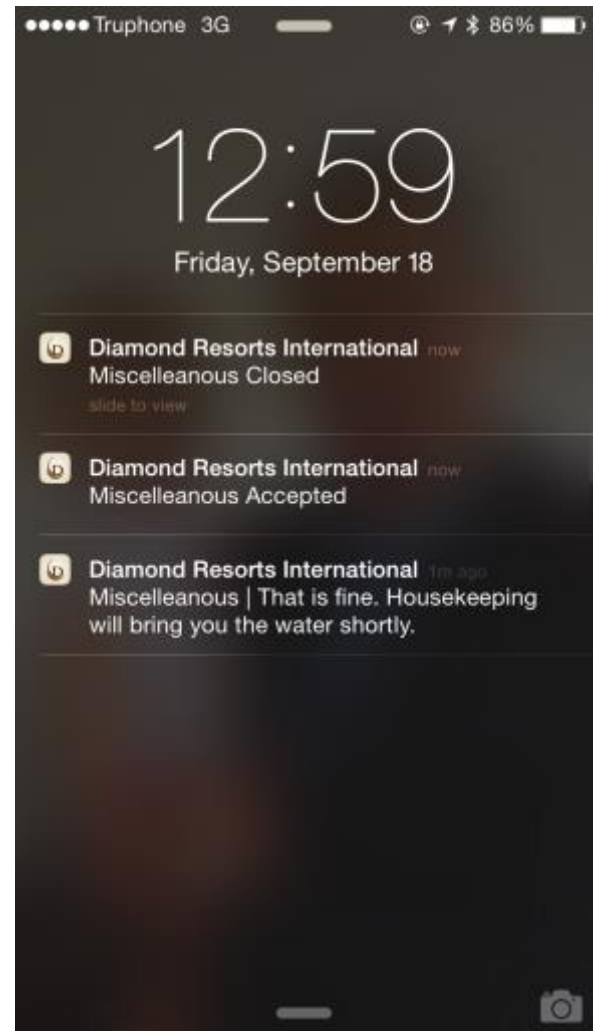
Select Diamond Resorts destinations now offer 3 unique and exclusive experiences to turn every stay into an unforgettable vacation. From sailing excursions on luxury yachts to historical discovery tours, olive oil tasting and whisky sampling; each resort has something different to help you create priceless memories. There are events for everyone, whether you're on a romantic retreat looking to relax with morning yoga by the sea, or on a family getaway with children eager to learn a new painting technique. Below are the 3 experiences available to you at Vilar do



Make your experience at Vilar do Golf even more enjoyable by taking advantage of the great offers we have available. These offers are limited so check here for regular updates to make sure you don't miss anything.

Note: These offers are only available if booked through the Diamond App. Use the "Request" tab from the resort's app home page to make your reservation. Ask reception for instructions on how to download our mobile application.

- Breakfast Deal – Have 7; pay for 6 –



# Follow us...

We encourage you to find more resort news on:



**@diamondresorts**  
**@DiamondCareers**



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