

We are closely monitoring the World Health Organisation's instructions regarding the new coronavirus (COVID-19) and following guidelines from local health authorities. In light of this, we are temporarily changing some of our policies.

While we continue to welcome members, owners and guests to nearly all of our resorts, we are operating at a reduced capacity at our European resorts, with the exception of our resorts in Italy, which are closed through 4 April 2020 following government mandate.

We are contacting those with impacted reservations and waiving cancellation fees. We continue to closely monitor the situation and will follow guidance from health authorities to evaluate a tentative reopening date of 4 April 2020.

Reservations

We will continue to waive cancellation restrictions or penalties for those staying in or traveling from areas affected by government-mandated restrictions. At this time, cancellation waivers are in place for:

- **Asia through March 31, 2020:** China, South Korea and Iran
- **Europe through April 12, 2020:** Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland

Resort Safety

We are also taking precautions to protect the wellbeing of everyone at our resorts, including:

- Undergoing enhanced cleanings at the resorts, with a special focus on public areas and the accommodations
- Providing additional trainings for team members on washing and sanitation techniques
- Using recommended disinfectant cleaning wipes at the check-in areas
- Offering additional hand sanitising gels around the resorts
- Closing some facilities, such as swimming pools, gymnasiums
- Closing all indoor facilities, including massage and beauty services

Our Member Services team is available to answer any questions you may have, and can be reached by emailing ReservationHelp@diamondresorts.com or calling 0800 358 6995.