

## **Our Commitment to You** **Diamond's Statement on the Coronavirus (COVID-19)**

*Notice: We will continue to update this page as the situation around COVID-19 evolves and additional information becomes available.*

At Diamond Resorts, the safety of our members, owners, guests and team members is always our top priority. As the situation around the new coronavirus (COVID-19) continues to evolve, we want to assure everyone that our teams are taking the necessary steps to ensure vacationing with us is as safe as possible. Since this began, we have continued to welcome members, owners and guests to our resorts and are pleased to continue doing just that – but we also recognize the seriousness of this situation. As such, we are temporarily changing some of our policies to provide flexibility during this time of uncertainty.

### **Resort Closures**

Following instructions and mandates from local government and the World Health Organization, we are temporarily closing several resorts across Europe. All on-site facilities, including restaurants, pools, spas and beauty services, will also be closed. Our teams are diligently working to notifying members, owners and guests with impacted reservations, and offering complimentary modifications or cancelations. At this time, we are not accepting reservations at any resorts in the following countries:

- **Austria** through April 1, 2020
- **France** through April 1, 2020
- **Italy** through April 4, 2020
- **Spain** (including Canary Islands) through April 1, 2020

Additionally, the government of Malta has issued a mandatory 14-day self-quarantine for anyone entering the country. While our resort remains open, we are calling to alert members who are scheduled to arrive to warn them of the strict measure.

### **Resort Safety**

We are closely following recommendations from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), and are taking precautions to protect the health and wellbeing of everyone at our resorts, including:

- Undergoing enhanced cleanings at the resorts, with a special focus on public areas and the accommodations
- Increasing the frequency of cleanings, especially on frequently touched surfaces, such as doors, counter tops and furniture
- Providing additional trainings for team members on washing and sanitation techniques

- Using recommended disinfectant cleaning wipes at the check-in areas
- Offering additional hand sanitizing gels around the resorts

## Reservation Options

We know that our members, owners and guests want options right now. We will continue to waive cancellation restrictions or penalties for those staying in or traveling from areas affected by government-mandated travel restrictions. At this time, cancellation waivers are in place for the following areas:

- **Asia through March 31, 2020:** China, South Korea and Iran
- **Europe through April 16, 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, Switzerland and the United Kingdom

As everyone's circumstances are different, we are also offering members, owners and guests scheduled to arrive at any Diamond Resorts managed property before April 30, 2020, the option to change or modify any reservation without penalty up to 24 hours before scheduled arrival.

While we are dedicated to assisting all members, owners and guests as quickly as possible, all of our call centers are experiencing unusually long hold times.

**Guests who booked through an online travel agent or other third party, such as Booking.com, should contact their booking provider for information on their policies and for assistance.**

If you have questions about a reservation for after April 2020, we recommend calling back closer to your arrival date.

Following guidance from health officials, we are rescheduling an Events of a Lifetime® member cruise and have postponed several Diamond Live shows to protect our artists, members and guests.

You can find updated information about COVID-19 and travel guidance on the CDC's website at: [www.cdc.gov/coronavirus/2019-ncov/travelers/](https://www.cdc.gov/coronavirus/2019-ncov/travelers/).

The CDC's guidance on cruise ship travel can be found here: [www.cdc.gov/travel/page/covid-19-cruise-ship](https://www.cdc.gov/travel/page/covid-19-cruise-ship).

At Diamond Resorts, we take pride in providing exceptional vacation experiences to everyone. Our teams are available to answer any questions.

Thank you for your trust and support, and we look forward to welcoming you home soon.

Contacts:

The Club Members:

- US: 1.877.287.2218
- EU/UK: 0800 358 6995
- [ReservationHelp@diamondresorts.com](mailto:ReservationHelp@diamondresorts.com)

Owners:

- US: 1.800.463.7256
- [OwnerServices@diamondresorts.com](mailto:OwnerServices@diamondresorts.com)

Diamond Resorts and Hotels Guests:

- [Hotel.Reservations@diamondresorts.com](mailto:Hotel.Reservations@diamondresorts.com)
- EU/UK: 0800 358 6991