

Dear Member

When you're ready, we'll be waiting.

When the time feels right, we can't wait to welcome you back to our resorts. Our main focus now is to ensure you the safety, security, care – and delight – you expect from Diamond Resorts.

As our properties reopen and the world begins to travel again, we would like to introduce you to some of the measures in place to keep you safe while you enjoy a much-needed break – you will notice a number of changes in accordance with our expanded Diamond Standard of Clean protocols, please visit [diamondresorts.com/diamond-standard-clean](https://www.diamondresorts.com/diamond-standard-clean) for further information.

We've been really excited to welcome our members back to our resorts in the United Kingdom that recently reopened their doors on 12<sup>th</sup> April. We understand that the demand for these resorts has increased enormously due to the recent travel restrictions and have resulted in many members indicating that they still prefer to holiday in the United Kingdom.

In an effort to assist our members and facilitate holidays without travel overseas, we are pleased to inform you that the EU collection has acquired inventory for 2021 at our UK resorts from Diamond Resorts (Europe) limited (the Developer) in the region of 15,000 nights from July to December (July and August is limited availability). This availability will be released at 8am on Friday 21st May 2021.

Government mandates are changing frequently, affecting ongoing operations and the ability to reopen resorts. Please note the current reopening dates are below, but for more information on resort closures/restrictions, please refer to <https://www.diamondresorts.com/covid-19-update> for the latest updates.

Don't forget before you travel, you need to ensure you have checked and understood the relevant regulations applicable to you, your location and your destination. It's your responsibility to comply with such regulations including any quarantine or travel restrictions.

- Dangan Lodge Cottages in Ireland is scheduled to reopen on June 4, 2021
- East Clare Golf Village in Ireland is scheduled to reopen on June 4, 2021
- Alpine Club, Austria is scheduled to reopen on 28<sup>th</sup> June 2021
- Le Club Mougins in Mougins, France is scheduled to reopen on 28<sup>th</sup> June 2021
- Royal Regency in Paris is scheduled to reopen on 28<sup>th</sup> June 2021
- Palazzo Catalani in Viterbo, Italy is scheduled to reopen on 28<sup>th</sup> June 2021
- Club del Carmen in Lanzarote, is scheduled to reopen on June 15, 2021
- Jardines del Sol in Lanzarote, is scheduled to reopen on May 25, 2021
- Los Amigos Beach Club in Costa del Sol, Spain, is scheduled to reopen on June 15, 2021
- Royal Oasis Club at Pueblo Quinta in Costa del Sol, Spain, is scheduled to reopen June 15, 2021
- Royal Sunset Beach Club in Tenerife, is open
- Royal Tenerife Country Club in Tenerife, is scheduled to reopen on June 28, 2021
- Sahara Sunset in Costa del Sol, Spain, is open
- Santa Barbara Golf and Ocean Club in Tenerife, is open
- Sunset Bay Club in Tenerife, is scheduled to reopen on May 25, 2021
- Sunset Harbour Club in Tenerife, is scheduled to reopen on June 15, 2021
- Sunset View Club in Tenerife, is scheduled to reopen on June 15, 2021
- White Sands Beach Club in Menorca, is scheduled to reopen on June 15, 2021

- Diamond Suites on Malta in St Julian's, is scheduled to reopen on July 1, 2021
- Cala Blanca in Mogán, Gran Canaria, is scheduled to reopen on July 19, 2021
- Vilar do Golf in Quinta Do Lago, Portugal, is open
- Village Heights in Crete is scheduled to open on 28<sup>th</sup> May 2021

As always, your Member Services team is available to answer any questions you may have and can be reached anytime by calling **0345 359 0005** or emailing [ReservationHelp@diamondresorts.com](mailto:ReservationHelp@diamondresorts.com). Please note that all of our call centres are currently experiencing unusually long hold times as we work to assist all of our valued members.

We'd like to thank all of you for your understanding and support and until we see you on holiday again, take care. We hope that it won't be too long!

Kindest regards

The Club®