Disability Discrimination Acts (DDA)
Disability Awareness & Special Needs Europe
Who is Diamond Resorts International®?

Diamond Resorts International®, with global headquarters in Las Vegas, Nevada, is one of the largest hospitality companies in the world with more than 200 branded and affiliated resorts and over 27,000 guest beds in 28 countries with destinations throughout the continental United States and Hawaii, Canada, Mexico, the Caribbean, Europe, Asia, Australia and Africa. Offering simplicity, choice and comfort to more than 418,000 owners and members through the branded hospitality service of approximately 5,000 team members worldwide, Diamond Resorts International® is dedicated to providing its guests with effortless and relaxing vacation experiences every time, for a lifetime.

Annually, nearly 1.4 million owners, members and guests enjoy the simplicity, choice and comfort Diamond Resorts International® offers through our branded hospitality experience.

About Diamond Resorts Corporation

Diamond Resorts Corporation and its subsidiaries develop, own, operate and manage vacation ownership resorts and, through resort and partner affiliation agreements, provide owners and members with access to 71 managed resorts, 137 affiliated resorts and six cruise itineraries through THE Club® at Diamond Resorts International®. To learn more, visit DiamondResorts.com.
Diamond Resorts International® in Europe

**United Kingdom**
- Broome Park
- Cromer Country Club
- Kenmore Club
- Pine Lake
- Thurnham Hall
- Woodford Bridge
- Wychnor Park

**Canary Islands**

**Lanzarote**
- Club del Carmen
- Jardines del Sol

**Tenerife**
- Royal Sunset Beach Club
- Royal Tenerife Country Club
- Santa Barbara
- Sunset Bay
- Sunset Harbour
- Sunset View

**Gran Canaria**
- Cala Blanca

**Portugal**

**Algarve**
- Vilar do Golf

**Costa del Sol**

**Malaga**
- Los Amigos Beach Club
- Sahara Sunset Club
- Pueblo Quinta
- Benal Beach

**Affiliated Resorts**
- Ireland
  - East Clare
  - Dangan Lodge
  - Fishermans Lodge

**France**

**Nice**
- Club Mougins

**Normandie**
- Manoir des deux Amants
- Residence Normande

**Paris**
- Royal Regency

**Austria**
- Alpine Club

**Italy**
- Palazzo Catalani

**Affiliated Resorts**
- Norway
  - Gala Fjellgrend

**Affiliated Resorts**
- Malta
  - Diamond Suites

**Affiliated Resorts**
- United Kingdom
  - Broome Park
  - Cromer Country Club
  - Kenmore Club
  - Pine Lake
  - Thurnham Hall
  - Woodford Bridge
  - Wychnor Park

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- Ireland
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  - Dangan Lodge
  - Fishermans Lodge

**Affiliated Resorts**
- Portugal
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**Affiliated Resorts**
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  - Malaga
    - Los Amigos Beach Club
    - Sahara Sunset Club
    - Pueblo Quinta
    - Benal Beach

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- France
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  - Residence Normande

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  - Royal Regency

**Affiliated Resorts**
- Austria
  - Alpine Club

**Affiliated Resorts**
- Italy
  - Palazzo Catalani

**Affiliated Resorts**
- Malta
  - Diamond Suites
Diamond Resorts International® is committed to providing wonderful holidays for all owners, members & guests and take into consideration the needs of those who have a disability or an access requirement.

- Ensuring we maintain focus and comply with disability discrimination legislation and exceed the requirements (where possible)
- Providing accurate information on website and in literature, including information on access, facilities and aids
- Making enhancements to resorts and resort plans (i.e. lifts, ramps) within already scheduled refurbishment programmes
- Improving internal awareness and sharing knowledge
- Communicating with and listening to our members via regular disability seminars and surveys to identify areas for improvement
- Producing compliant literature and communicating within the same guidelines
- Exclusive booking : Special Requirements 0845 359 0009
- accessrequirements@diamondresorts.com
How do we achieve this?

Member Seminars – held annually, members & business managers

Continuing awareness, understanding & empathy with regards needs and requirements – European-wide induction & training

Comprehension of legislation and European directives - checklists

Improving resorts – accessibility & accommodation, facilities, communal areas

Categorisation of units – Global definitions

Communication – member flags, collateral, templates

Auxiliary aids and assistance

Specialist booking procedures – experienced & knowledgeable
Member Flags

DRI owners & members can flag membership with special needs:
- Hearing impairment
- Sight impairment
- Walking difficulty
- Wheelchair user
- Medical condition

- Can process directly via website (or via contact with Customer Service)
- This allows us to identify members and monitor database – ensure we are working with accurate demographics
- Relieves member of having to repeat personal information
- DRI was the first timeshare company to do this and base their developments and initiatives on this information
Registering member flag via website:

Access Your Benefits

› Account Overview and Payments
Your one-stop shop for online payments and maintenance of your Diamond Resorts International® Accounts.

› Preferences
Keep your personal information accurate and up to date.

Exclusive for THE Club® Members

› My Reservations
View all upcoming Reservations. Print a fact sheet for your trip!

› 2011/2012 Member Benefits Directory
Exclusive benefits for members of THE Club®.

› Annual Global Reservations Directory
View the 2011/2012 points values for destinations worldwide. Click here to open a PDF.

› Save Points
Not using all of this year’s points? Don’t lose them, Save them for next year!
Preferences

This area contains the current information Diamond Resorts International® has about you and your family. It's important to make sure the information is accurate. Diamond Resorts International® wants to provide you with the best service possible and keeping your personal information correct and updated will help us achieve this goal together. To make changes, click on the links below.

CONTACT INFORMATION   USERNAME AND PASSWORD   SECRET QUESTIONS   YOUR INTERESTS

TRAVEL PREFERENCES

Our goal is to make every effort to accommodate our guests with special needs prior to arrival, and would appreciate you providing information that will assist our staff in providing you with the accommodations you need or require to make your stay with us as comfortable as possible. We make every effort to respect your privacy and we would prefer to have this information prior to your check-in at the front desk reception so that our staff is prepared to accommodate your special needs. Please check any of the below that apply.

Disability and Access Requirements

- Hearing Impairment or hearing loss that constitutes a full or partial decrease in the ability to detect or understand sounds.
- Partial Mobility Impairment (either permanent or temporary) ranging from lower body impairments, requiring the use of canes, or walkers, to upper body impairments which may include limited or no use of the upper extremities and hands.
- Visual Impairment or vision impairment that constitutes a significant limitation of visual capacity, ranging from partially sighted to total blindness.
- Wheelchair user due to partial or full mobility impairment.
- Pre-Existing Medical Condition that may require emergency medical attention.

Every effort will be made to accommodate members with special needs access and ensure adapted accommodations are reserved for those members who require alternative accommodations. Members requiring special needs access are encouraged to make their reservations as far in advance as possible so that we can make every effort to secure availability.

Save
Disability and Access Requirements

- Hearing Impairment or hearing loss that constitutes a full or partial decrease in the ability to detect or understand sounds.
- Partial Mobility Impairment (either permanent or temporary) ranging from lower body impairments, requiring the use of canes, or walkers, to upper body impairments which may include limited or no use of the upper extremities and hands.
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Every effort will be made to accommodate members with special needs access and ensure adapted accommodations are reserved for those members who require alternative accommodations. Members requiring special needs access are encouraged to make their reservations as far in advance as possible so that we can make every effort to secure availability.

Your special needs have been successfully updated.
This is the only reference shown to any special requirements a member may have
Los Amigos Beach Club accessibility and special needs info

Disability & access corporate statement

Diamond Resorts International® is committed to providing wonderful holidays for all our members and takes into consideration the needs of those who have a disability or an access requirement.

We have an ongoing program of commitment which consists of:

- Ensuring we aim to comply with disability discrimination legislation and exceed the requirements (where possible) regarding the refurbishment of our resorts
- Making appropriate enhancements to resorts and resort plans
- Improving internal awareness and training
- Providing accurate information on our website and in our literature, including information on access, available facilities and auxiliary aids
- Communicating with our members via regular disability forums and surveys to identify areas for improvement
- Producing compliant literature and communicating within the same guidelines.

If you have any questions, or would like to make any comments regarding the above, please get in touch.

Call: +44 (0)845 359 0009 (Mon-Fri 9-5.30)
Email: accessrequirements@diamondresorts.com

Dedicated Team to attend guest and members with special needs
Diamond Resorts International® is committed to providing wonderful holidays for all our members and takes into consideration the needs of disabled guests.

**Terrain:**
- Level - No steep gradients or inclines. Resort roads well maintained.

**Communal areas:**
- Games Room: There is one step (quite high), portable ramp available.
- Bar/Restaurant: Accessed by a ramp.
- Activities Centre: There is one step (quite high), portable ramp available.
- Indoor pool: Accessed by a ramp. Pool hoist with weight capacity of 120 Kg.
- Bowling green: No access from within the resort but grass area and high step make access difficult.
- Swimming pool area: Accessed by a ramp. Pool hoist with weight capacity of 120 Kg.
- Tennis area: Pebble surround makes access difficult.
- Playground area: No access from within the resort as there are too many steps.
- Beach: No access from within the resort as there are too many steps.

**Parking:**
- Designated disabled parking places available.

### All Accommodation:
- Studio Suites: 26 on the first floor accessed by a lift.
- 1-Bed accommodation: 3 accessible, 8 on the ground floor, 36 on the first floor (21 of these are accessible by a lift but have got stairs inside the accommodation), 4 on the second floor.
- 2-Bed accommodation: 27 on the ground floor, 28 on the first floor.
- 3-Bed accommodation: 1 partially adapted, 4 on the ground floor and 3 on the second floor.

### Accessible Accommodation:
- One Bed accommodation x 3
- Three Bed accommodation x 1
  1. Ramped access
  2. Doorways 80cm wide
  3. Low level basin surround
  4. Lever taps
  5. Grab rails in bathroom
  6. Wet room
  7. One level throughout on ground floor
  8. Appropriate lighting
  9. Mirror height
## Equipment available on request:

<table>
<thead>
<tr>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Alarm clock - light &amp; vibration</td>
</tr>
<tr>
<td>2. Bath board reinforced plastic slats, comfortable, quick draining</td>
</tr>
<tr>
<td>3. Cone chair raisers 14 cm or 16 cm, brings chair closer for more comfort</td>
</tr>
<tr>
<td>4. Crutches resistant, adjustable in height</td>
</tr>
<tr>
<td>5. Grab handrail in all units</td>
</tr>
<tr>
<td>6. Jar opener</td>
</tr>
<tr>
<td>7. Raised toilet seat</td>
</tr>
<tr>
<td>8. Shower chair</td>
</tr>
<tr>
<td>9. Super Grip Bendable Cutlery rubber handles, bendable to any angle</td>
</tr>
<tr>
<td>10. Swivel bath seat</td>
</tr>
<tr>
<td>11. Portable ramp aluminum lightweight</td>
</tr>
<tr>
<td>12. Ring pull for cans</td>
</tr>
<tr>
<td>13. Telephone with large keyboard</td>
</tr>
<tr>
<td>14. Tin opener opens bottles and tins effortlessly</td>
</tr>
<tr>
<td>15. Braille resort directory</td>
</tr>
<tr>
<td>16. Large font resort directory</td>
</tr>
<tr>
<td>17. Audio resort directory</td>
</tr>
<tr>
<td>18. Wheelchair</td>
</tr>
<tr>
<td>19. Portable induction loop</td>
</tr>
<tr>
<td>20. Wet wheelchair</td>
</tr>
</tbody>
</table>

## Outings and excursions:

- **Fuengirola Zoo:** Fully accessible. Adapted toilets.
- **Selwo Marina:** Fully accessible. Some of the shows take place in amphitheatres with stands, but the first row is reserved for wheelchair users and is fully accessible. Adapted toilets.

A list suitable for people with reduced mobility is available in reception. For a wider choice of outings, excursions and the confirmation of places on request, please contact reception.

## Local facilities, beaches, etc. accessible:

- Resort is not centrally located although there are a few bars and restaurants. The beach is not accessible as too many steps.

## Areas near the resort – transport:

- Public transport is not adapted however an adapted taxi can be booked at the Resort Reception.

## Haemodialysis clinic

- Xanit Hospital, at 25 km from the resort, Doctor Rafael Franquelo (appointment and patient doctor’s prescription required). Address: Camino de Gilabert s/n. 29630 Benalmádena.
- Contact: Mr. Patrick Shaw. Tel: +34 687 445 773 / +34 952 443 119

## Plans for 2012:

- Reception toilets to be adapted.
- Installation of several handrails in the communal areas.
Accommodation Categorisation

**Accessible:** Accommodation easily accessed and close to on-site facilities. Good option for those with walking difficulties.

**Adapted:** Accommodation that has undergone basic modification to facilitate wheelchairs and those with more serious mobility conditions.

**Fully Adapted:** Fully adapted accommodation; purposefully adapted and designed for wheelchair accessibility and manoeuvring.
## DRI European Resorts

<table>
<thead>
<tr>
<th>Canary Islands</th>
<th>Accommodation Size</th>
<th>Accommodation Number</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Club del Carmen</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Jardines del Sol</td>
<td>3 Bedroom</td>
<td>2</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Royal Sunset Beach Club</td>
<td>1 Bedroom</td>
<td>2</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td></td>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Royal Tenerife Country Club</td>
<td>2 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>1 Bedroom</td>
<td>4</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Sunset Bay</td>
<td>Studio</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Sunset Harbour</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>Studio</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Sunset View</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>Cala Blanca</td>
<td>Resort is not disabled friendly</td>
<td></td>
<td></td>
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</tbody>
</table>
## DRI European Resorts

<table>
<thead>
<tr>
<th>COSTA DEL SOL</th>
<th>Accommodation Size</th>
<th>Accommodation Number</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Los Amigos Beach C.</td>
<td>1 Bedroom</td>
<td>2</td>
<td>Accessible</td>
</tr>
<tr>
<td></td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>3 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Sahara Sunset Club</td>
<td>1 Bedroom</td>
<td>2</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>2</td>
<td>Adapted</td>
</tr>
<tr>
<td>Pueblo Quinta</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Benal Beach</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
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<table>
<thead>
<tr>
<th>BALEARICS</th>
<th>Accommodation Size</th>
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<th>Category</th>
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<tbody>
<tr>
<td>Garden Lago</td>
<td>2 Bedroom</td>
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<td>Adapted</td>
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<tr>
<td>Whitesands Beach Club</td>
<td>Resort is not disabled friendly</td>
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<tr>
<th>PORTUGAL</th>
<th>Accommodation Size</th>
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<tbody>
<tr>
<td>Vilar do Golf</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
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</table>
## DRI European Resorts

<table>
<thead>
<tr>
<th>Accommodation Size</th>
<th>Accommodation Number</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>2 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>Studio</td>
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<td>Adapted</td>
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<tr>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
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<tr>
<td>2 Bedroom</td>
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<tr>
<td>Studio</td>
<td>2</td>
<td>Adapted</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>3</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>Studio</td>
<td>5</td>
<td>Accessible</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>4</td>
<td>Accessible</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>2</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>1</td>
<td>Accessible</td>
</tr>
<tr>
<td>Club suite</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>3</td>
<td>Adapted</td>
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<td>2 Bedroom</td>
<td>7</td>
<td>Accessible</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>4</td>
<td>Accessible</td>
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<tr>
<td>2 Bedroom</td>
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<td>Adapted</td>
</tr>
<tr>
<td>1 Bedroom</td>
<td>1</td>
<td>Fully Adapted</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>3</td>
<td>Fully Adapted</td>
</tr>
</tbody>
</table>
## DRI European Resorts

<table>
<thead>
<tr>
<th>Country</th>
<th>Accommodation Size</th>
<th>Accommodation Number</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td><strong>AUSTRIA</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Alpine Club</td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td><strong>FRANCE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Club Mougins</td>
<td>1 Bedroom</td>
<td>3</td>
<td>Accessible</td>
</tr>
<tr>
<td></td>
<td>2 Bedroom</td>
<td>1</td>
<td>Accessible</td>
</tr>
<tr>
<td></td>
<td>1 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td>Manoir des deux Amants</td>
<td>Resort is not disabled friendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence Normande</td>
<td>Resort is not disabled friendly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Royal Regency</td>
<td>2 Bedroom</td>
<td>1</td>
<td>Adapted</td>
</tr>
<tr>
<td><strong>ITALY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palazzo Catalani</td>
<td>no disable accommodation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resort</td>
<td>Accessible or Not Accessible</td>
<td>Number of Accessible Units</td>
<td>Hotel room- or room-availability upon request</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Malta – Diamond Suites</td>
<td>Accessible</td>
<td>No unit specifically assigned</td>
<td>Hotel room-upon request</td>
</tr>
<tr>
<td>Norway - Gala Fjellgrend</td>
<td>Not accessible</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ireland - East Clare</td>
<td>Fully Adapted, Accessible</td>
<td>2B, 3B</td>
<td>n/a</td>
</tr>
<tr>
<td>Ireland - Dangan Lodge</td>
<td>Not accessible</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ireland - Fishermans Lodge</td>
<td>Not accessible</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Hapimag – Bodrum, Turkey</td>
<td>Accessible</td>
<td>n/a</td>
<td>Accessible- upon request</td>
</tr>
<tr>
<td>Hapimag – Marrakech, Morrocco</td>
<td>Not accessible</td>
<td>n/a</td>
<td>Accessible -upon request</td>
</tr>
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<td>Hapimag – Budapest, Hungary</td>
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<td>Accessible-upon request</td>
</tr>
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<td>Hapimag – Mas Nou, Spain</td>
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<td>n/a</td>
<td>Accessible-upon request</td>
</tr>
<tr>
<td>Hapimag – Damnoni, Crete</td>
<td>Accessible</td>
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<td>No unit specifically assigned</td>
</tr>
<tr>
<td>Hapimag – Prague, Czech Republic</td>
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<td>n/a</td>
<td>Two Adapted-upon request</td>
</tr>
<tr>
<td>South Africa – Avalon Springs</td>
<td>Not accessible</td>
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<td>n/a</td>
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<tr>
<td>South Africa – Wilderness Dunes</td>
<td>Not accessible</td>
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<td>n/a</td>
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<td>South Africa – Jackalberry Ridge</td>
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<td>No unit specifically assigned</td>
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<td>South Africa – Peninsula</td>
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<td>One Accessible Unit – upon request</td>
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<td>UK – Stouts Hill, UK</td>
<td>Not accessible</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>UK – Burnside Park, UK</td>
<td>Not accessible</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Portugal &amp; Madeira - Pestana Resorts</td>
<td><strong>Awaiting Information</strong></td>
<td>Awaiting Information</td>
<td>Awaiting Information</td>
</tr>
</tbody>
</table>
Accessible Resorts

- Resort with NO DDA Accommodations
- Resort with DDA Accommodations

- Resorts were not built accessible and cannot be adapted.
- 6 Resorts out of 30 are not accessible.
- Some are declared heritage buildings and we have legal restrictions.
- Some were built on slopes making unfeasible to adapt them.

30 Managed Resorts
87 Accommodations

<table>
<thead>
<tr>
<th>TYPE</th>
<th>Accessible</th>
<th>Adapted</th>
<th>Fully Adapted</th>
<th>Grand Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Bedroom</td>
<td>14</td>
<td>10</td>
<td>13</td>
<td>37</td>
<td>43%</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>14</td>
<td>11</td>
<td>11</td>
<td>36</td>
<td>41%</td>
</tr>
<tr>
<td>3 Bedroom</td>
<td></td>
<td></td>
<td>3</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Club suite</td>
<td></td>
<td>1</td>
<td></td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Studio</td>
<td>5</td>
<td>5</td>
<td></td>
<td>10</td>
<td>11%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>33</td>
<td>27</td>
<td>27</td>
<td>87</td>
<td>100%</td>
</tr>
</tbody>
</table>

- Resorts were not built accessible.
Initiatives

✓ Resort Managers Wheelchair Survey

In order to determine areas that can be improved and thus make resorts more accessible, the Resort Managers and team members participated in an exercise which consisted of touring their respective resorts using a wheelchair.

✓ Disability Awareness Training

All staff at the resorts have attended a Disability Equality Training. Through this training we aim to raise the understanding of the people who provide service at all levels across the business. This in turn will allow us to provide an even greater service to our Members and Guests. Participants rated the overall usefulness of the training as “good” or “excellent”.

✓ Excursions suitable for wheelchair users and people with limited mobility

In order to help Members and Guests make an informed choice, a detailed list of excursions and trips accessible for wheelchair users and persons with limited mobility is available in all resorts.

✓ Accessible Taxis

Accessible taxis can be booked through reception.

✓ Procedures

Special needs bookings and requirements have a designated team.
DRI standard is that all the accessible resorts have:

- Adapted reception desks
- Auxiliary Aids available in every resort

We offer a wide selection of Auxiliary Aids in all of our resorts. In the event of unavailability of a particular aid, our staff will make every effort to satisfy any extra requirements of our Members and Guests.

- Wet Wheelchairs
- Induction Loops
- Pool Hoist in all pools of accessible resorts
- Updated list of accessible excursions and amenities nearby the resorts

Based on DRI accessibility audits, the budget expended for DDA works in 2011 was:

- £ 59,120 in the UK
- € 275,478 in the rest of Europe

- All adapted accommodations have electric beds.
- Replacement of bath tubs with walk-in showers as we refurbish.
Example of items that can be requested in reception:

- Alarm clock - light & vibration
- Bath board reinforced plastic slats, comfortable, quick draining
- Cone chair raisers 14 cm or 16 cm, brings chair closer for more comfort
- Crutches resistant, adjustable in height
- Grab handrail in all units
- Jar opener
- Raised toilet seat
- Shower chair
- Super Grip Bendable Cutlery rubber handles, bendable to any angle
- Swivel bath seat
- Portable ramp aluminum lightweight
- Ring pull for cans
- Telephone with large keyboard
- Tin opener opens bottles and tins effortlessly
- Braille resort directory
- Large font resort directory
- Audio resort directory
- Wheelchair
- Wet wheelchair
- Portable induction loop
- Wet wheelchair
Staff Awareness & Education
Signage
Challenges
Garden Lago - Mallorca
Broome Park Mansion House- UK
Broome Park (side of mansion house)
Pine Lake Resort- UK
Woodford Bridge Country Club - UK
Cromer Country Club - UK
Wychnor Park Country Club - UK
The Kenmore Club - UK
The Kenmore Club- UK
Vilar do Golf- Portugal
Sunset Bay-Tenerife
Santa Barbara Golf & Ocean Club-
Tenerife
Royal Oasis Club at Benal Beach- Spain
Los Amigos Beach Club- Spain
Sahara Sunset Club- Spain
Sahara Sunset Club - Spain
Vilar do Golf new VAN

New reception access to Pueblo Quinta Reception
Pueblo Quinta
New changing facilities in Gym
Accessible excursions in the Canaries and Balearics are provided by Sol Access Services S.L.L. (www.solaccessservice.com)

Tenerife - Trekking for people with visual disability
Tenerife - Trekking for people with physical disability
We are making a difference with service and care.