



A Letter from Diamond Resorts (Europe) Ltd. regarding expected standards of communication between and among members and between members and Diamond Resorts International®.

May 19, 2008

As members of Diamond Resorts European Collection, Ltd. extensive communications occur each day between members, the developer and the management company. This communication takes place in the form of written letters, telephone conversations, and in-person meetings and, ever increasingly, through e-mail and postings on various websites and blogs, including the member's forum sponsored by Diamond Resorts International® (DRI) for use by members.

One of the benefits about living in an open society is that each of us is free to express our opinions without regard to censorship or repercussions from a governmental entity. That right however does not mean that common courtesy and politeness should not be exercised at all times, even if there is a legitimate disagreement amongst the parties.

Recently, a number of our DRI staff have been subjected to the use of language, both written and verbal, by certain members which is nothing short of unacceptable. These members have taken to using abusive, unprofessional, threatening, and offensive language which simply cannot be tolerated in a civilized society. Additionally, some members have made accusations which are full of untruths and are slanderous to the people to whom they are directed.

At DRI we value all of our members, owners, team members, and guests. However, this type of behaviour towards members of DRI staff and other members simply will not be tolerated. We must ask that all communications, both written and verbal, be expressed in a professional and courteous manner. Membership is subject to the rules and regulations of Diamond Resorts European Collection, Ltd. Violation of these rules and regulations will result in the appropriate action being taken. Going forwards, any member who uses abusive tactics will have their membership suspended and potentially cancelled. During any period of suspension or in the event of permanent cancellation, the said member will be unable to use their membership and may even face further legal action if deemed appropriate.

It is our sincere hope that we can continue an open, healthy and productive discourse without profanity, libelous statements and downright rudeness. Diamond Resorts International® is always willing to listen to its members and depends on feedback to ensure that we are always in touch with member's needs, wants and desires. However, a common level of professional courtesy, decency and decorum is appreciated and expected.

Sincerely,

Martin Kandel
President, European Operations
Diamond Resorts International®