Groupe Pierre & Vacances CenterParcs

# 2016/2017 FIRST-HALF RESULTS

31 May 2017





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# 1 First-half results

NB: The revenue and financial indicators commented on in this press release stem from operating reporting with the presentation of joint-ventures under proportional consolidation.

The reconciliation tables with IFRS accounting are presented at the end of this presentation.



H1 2016/17 was affected by the shift in the school holidays from Q2 to Q3 of the year and to a lesser extent, by the reduction in the stocks operated. The Group's tourism performances therefore need to be analysed on a comparable data basis i.e. adjusted for the impact of these two factors.

	Tourism revenue		Property development revenue			
	€533m	PVTE: €260m	€82m	Main programmes:		
	+2.1%	CPE: €272m	+28.5%			
GROUP	(stable on a same-structure basis*)			(€m)	H1 17	H1 16
REVENUE		I		CP Moselle:	15	
€615m			Villages Natu	re: 10	12	
EOIDIII	<ul> <li>Accommodation re</li> </ul>	evenue:€335m		PV Deauville:	: 4	1
		-1.3%		CP Vienne:	4	4
+5.0%		+3.2%		Senioriales:	27	29
(+3.0% same- structure*)		Like-for-like				
	<ul> <li>Supplementary income: €198m</li> <li>+8.4%</li> </ul>		€155m	5m Reservations revenue with individual investors A similar pace of sales to to F		with
						s to to H
	(+	2.1% same-structure)		2016		

\* Excluding the impact of the acquisition of La France du Nord au Sud on 13 April 2016

#### Focus on accommodation revenue: €335m, up 3.2% like-for-like



#### Pierre & Vacances (enterParcs

#### <u>Note</u>:

The seasonal nature of the tourism businesses in H1 of the year combined with the linear accounting of expenses leads to a structural operating loss over the period.

In H1 2016/17, this seasonal nature was heightened:

- For the tourism businesses:
  - By the shift to H2 of the Easter school holidays (negative impact of €8m)
  - By the mainly summer seasonality of the new Spanish destinations and maeva.com (negative impact of €3m)
- For the property development businesses:
  - By a contribution from property renovation works at Center Parcs Domains that is set to be concentrated in H2 (the costs associated with international structures represent -€4m in H1)
  - By the integration of additional construction costs at Villages Nature (-€10m), in particular due to the delay in the opening to August 2017.

#### Current operating income

(€m)	H1 2017	H1 2016
Tourism	-82.6	-73.4
Property development	-13.5	4.6
Group current op. income	-96.1	-68.8



#### Focus on tourism current operating income





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	H1 2017	H1 2016
Revenue	614.7	585.5
Current operating income	-96.1	-68.8
Tourism	-82.6	-73.4
Property development	-13.5	4.6
Financial expenses	-9.6	-9.9
Other income/expense net of tax	-3.3	-2.4
Equity affiliates	-0.4	0.3
Taxes	3.5	5.3
Net income before change in fair value of ORNANE bond	-105.9	-75.5
Change in fair value of ORNANE	-11.0	-0.3
Net income	-116.9	-75.8
Attributable to owners of the Company	-116.9	-75.8
Non-controlling interests	0	0



#### Pierre & Vacances (enterParcs

#### Further reduction in Group debt: -€46m excluding optional component of ORNANE bond

#### <u>Change in net bank/bond debt (excluding rental commitments at Ailette and optional component of ORNANE bond) €m</u>

<u>Note</u>: the seasonal nature of the tourism businesses in H1 of the year leads to a structural net debt on 31 March higher than that on 30 September



\* Mainly the non-cash increase in loans and miscellaneous debts

#### Third-quarter 2016/2017 revenue

#### **Tourism revenue**

In view of the portfolio of reservations to date, **revenue** from the tourism business should grow on a like-for-like basis in Q3 driven by:

- For Center Parcs Europe, the Domains located in BNG\*
- For Pierre & Vacances Tourisme Europe, healthy performances at seaside destinations

#### Property development revenue

Revenue from property development in Q3 2016/17 is set to be lower than that of 2015/2016, in line with the phasing of property development programmes.

The Group confirms its target for 2016/2017 property development revenue of around €200 million, showing growth over the full-year.

#### Full-year results

In view of the positive outlook for the tourism and property development businesses in the second half of the year, and excluding the costs associated with the delivery and opening of Villages Nature over the year, **the Group confirms its target** for sharp growth in 2016/17 current operating income relative to that of 2015/16.

<sup>\*</sup> Belgium, Netherlands, Germany



# 2 Tourism: operating progress and outlook

#### Pierre & Vacances (enterParcs

#### Strong performances on the winter season (Oct. To April)

+5% growth in **REVPAR** 

- +4% growth in Average Letting Rates
- 86% average Occupancy rate - 95% occupancy rate in February
  - 100% occupancy rate over weeks of 11 and 18 February
- +4,1 pts Improvement in NPS score (\*)
  - 60% of arrivals excluding Saturday during Christmas Holidays and New Year



\* The NPS score is the % of "promoters" less the % of "detractors"



#### Customer Data

- Development of the Prospects base
- Roll-out of Data Intelligence project:
  - Optimisation of Display return on investment
  - Reduction in printed documentation sent out
  - Optimisation of marketing events
- Conversion/Web
- Further iterative improvement in web platforms
- Dialogue with Chat and Wibilong internet users
- Roll-out of Dynamic Package

(flight + accommodation)

- Analysis of navigation feeding Data Intelligence approach
- Call Centers/Customer Relations Centre
- Continuing to professionalise customer relations
- Outgoing call campaigns
- Structuring of Social Room complete

(answers to customers on social networks and opinion sites)

#### • Work's Councils

- New flexible amount and linear card offer
- Simplification of price grids
- Roll-out of Maeva.com offer
- Indirect
- Further optimisation of distribution costs and commission fees
- Strengthened sales actions in traditional, emerging and Chinese markets
- Social markets
- Steady development in fan communities
- Commercial events for communities and strengthening of editorial lines focused on customer experience



### Brand development

#### Pierre & Vacances CenterParcs

Pierre 🔊 Vacances

- Strategy to move upscale and improve the customer experience
- 7 mountain residences renovated
- +600 Superior and Exceptional apartments
- Opening of PV Premium Deauville Presqu'île de la Touques (December 2017)
- Growth in customer satisfaction and Net Promoter Score
- Service and product innovation for greater flexibility and personalisation
- Flexible arrival times and holiday durations
- Remote check-in
- Segmented offers

(Adjoining apartments/Gliss Club/Maison des Petits – children's club)

- Labelling: 9 Local discovery residences
- Acceleration in international development
- From 63 to 120 residences

New Montenegro/Malta/Crete/Madera

- Package offers: flight + transfer + car rental + accommodation
  - to France, Spain and international destinations
  - from France, the UK and Germany (end-2017)







## Groupe Pierre & Vacances ContarDarcs

# CenterParcs



- Faster development of flexible arrivals and departures
- Reservations +50%
- 55% of new customers

(specific adaptation of operating procedures on-site)

- Integration into marketing campaigns
- Improvement in customer experience via digital



- Integral part of customer experience
- Information on holidays, activities and services
- Reservation, planning and payment of activities before and during the stay
- Adaptation to tablets/notifications/geolocalisation
- Testing of new interactive terminals on site
- Developments and renovations
- Extension of Trois Forêts (Exclusive and Experience cottages/ZePlace)
- Roll-out of renovation programme
- 2018: Opening of Allgau

## Brand development







#### Pierre & Vacances (enterParcs

## maeva.com

- Stepping up development of Maeva.com
- 29,000 products in France and Spain
- Modernisation of all digital tools
- Integration of organisations and technologies

#### Rental management

- 1,700 certified individual homes in 90 destinations
  - 700 new mandates in six months
  - 20% in new destinations
  - roll-out of management mandate focused on distribution
- Launch of Purchases market place for owners

#### • Distribution

- Increasing conversion rates and attachment rates for additional services
- 50 camp sites under the Maeva label/1,300 additional products in Spain
- Development of distribution synergies (CEs)

## Brand development





#### Groupe Pierre & Vacances (enterParcs



- Stay/Live /Enjoy marketing campaign brought to television
- New marketing approaches
  - Breakfast included
  - Valuation of exceptional and rare typologies
- Roll-out of Stories overhaul and animation of public areas
- Four new functions in reception areas

Library@Adagio	Shop@Adagio
Dinner@Adagio	Coworking@Adagio

- Events programme for shared moments and conviviality
- Further international development
- 2017: 4 openings confirmed (Brazil/Qatar)
- 2018: New openings in France/Germany/Brazil/Saudi Arabia

### Brand development









# **3** Property development: operations in progress and projects



#### Pierre & Vacances CenterParcs











#### 1st tranche of Phase 1

- **5 recreational universes** combining entertainment and discovery:
  - The Aqualagon
  - The BelleVie farm
  - The Forest of Legends
  - The Extraordinary Gardens
  - The Lake Promenade
- **916 cottages and apartments** (i.e more than 3,500 beds), divided into three ranges offering three different atmospheres:
  - Cocon VIP
  - Country Premium
  - Clan Comfort
- Opening to the public: 11 August 2017
- **Distribution and tourism operation drived by Center Parcs** through a contract management (operating results at 50/50)















#### **Center Parcs Domains under construction**

Extension of CP Trois Forêts (Moselle) - France 141 cottages sold as a block to MACSF

Facilities: forest house, spa, reinforced sports hall,...



**Delivery summer 2017** 

CP Allgau (Baden-Wurttemberg) – Germany 1,000 cottages Leisure and sports facilities: 25,000 covered sqm Block sale to:

- ✓ Eurosic: 750 cottages and central recreational facilities (€250m)
- ✓ La Française: 250 cottages and spa (€ 100m)



**Delivery end-2018** 





#### **Center Parcs Domains under renovation**

- Sales operations with individual and institutional investors of existing cottages and facilities renovated on behalf of current institutional owners.
- 17 domains in the Netherlands, Germany and Belgium currently owned by institutional investors
- $\Rightarrow$  Potential of 10,000 cottages and €300m in capex.
- PVCP remuneration as services provider (property sales and project management on works)











#### **Center Parcs Domains under renovation**

#### **Operations underway**

		Investors	Amount of works	
CP Port Zelande – The Netherlands	648 cottages and recreational facilities	Block sale to ATREAM (424 cottages cottages and facilities) Individuals (224 cottages)	€23m	
Sunparks Vielsalm - Belgium Transformation en CP	350 cottages and recreational facilities	Block sale to KBC (177 cottages) Individuals(173 cottages)	€35m	
CP Nordseeküste - Germany	423 cottages and recreational facilities	Individuals	€14m	
CP Hochsauerland - Germany 659 cottages and recreational facilities		Individuals Prospection block sale	€30m	
CP De Haan - Belgium	519 cottages and recreational facilities	Individuals Prospection block sale	€22m	





#### Center Parcs development projects in France







#### Pierre & Vacances development projects in France

Deauville – Presqu'île de la Touques PV Premium 5-star residence 161 apartments



**Delivery December 2017** 

Méribel – l'Hévana PV Premium 5-star residence 93 apartments



Delivery 2020

Plagne Aime 2000 PV Premium residence (120 apts). PV Famille residence (370 apts).



Delivery PV premium: winter 2020/21





#### Pierre & Vacances development projects in Spain

Framework agreement with Eurosic on financing of PV residences and resorts in Spain

- Acquisition by Eurosic of property assets destined to be renovated, managed by PV and sold in units
- Pierre & Vacances partnership: assets transfers, project management assistance, property sales, tourism management



- As of 31 March, 2017, 4 sites acquired by Eurosic
- Commitment on a property development operation of 120 apartments: Salou
- Stock managed by PV in 2016: more than 3,000 apartments
- By 2020, a target of more than 5,000 apartments operated



#### Confirmation of development potential in China and first forthcoming achievements







#### Start-up of effective development:

- Note: PVCP-HNA agreements signed in November 2015, joint-venture created in May 2016, CEO recruited in November 2016, team in place since January 2017.
- 9 sites in preliminary studies including 4 with short-term probability. More than 20 sites in pre-studies.
- "Dual brand strategy" implemented with HNA to increase global potential: two brands used, one (announced on 15 June in Beijing) for resorts such as Center Parcs, and the other (P&V brand) for conversion of existing resorts.

#### First 4 projects:

- Beijing-Tianjin and Fujian region for two CP-style resorts of 750-1,000 accommodation units
- Beijing and Shanghai regions for two P&V or mid-size CP resorts of 500 to 600 units.
- Signing of definitive agreements expected before next September.

#### Other achievements:

- First tourism group customers
- Sales and property reservations in Europe of €22m by China team



## 4 Appendix Reconciliation tables - P&L IFRS

#### **Pierre & Vacances**

Center Parcs

## Reconciliation tables – P&L IFRS

(Eıro millions)	H1 2017 operating reporting	Change in fair value of ORNANE ir	Tax on other operating ncome/expense	IFRS 11 adjustments	<b>H1 2017</b> IFRS
Revenue	614.7			- 27.8	586.9
Current operating income	-96.1			+13.2	-82.9
Other operating income/expense	- 3.3		-0.3	+0.9	-2.8 (*)
Financial expenses	- 9.6	-11.0		+ 0.4	- 20.2
Equity affiliates	-0.4			-13.2	-13.6
Corporate tax	3.5		+0.3	-1.3	2.6
Change in fair value of ORNANE	- 11.0	+11.0			(**)
NETINCOME	- 116.9	0.0	0.0	0.0	- 116.9

\* gross before tax

\*\* the change in the fair value of the share allocation right for the ORNANE bond is included in the IFRS financial result

		Change in		Cost of early		
	H1 2016		operating	repayment of		
	operating	ORNANE	income/expe	bank loan	IFRS 11	H1 2016
(Euro millions)	reporting		nse		adjustments	IFRS
Revenue	585.5				- 26.0	559.5
Current operating income	-68.8				+4.7	-64.1
Other operating income/expense	- 2.4		-0.1	+1.1	+0.1	-1.3 (*)
Financial expenses	- 9.9	-0.3		-1.1	- 0.1	- 11.4
Equity affiliates	0.3				-4.5	-4.2
Corporate tax	5.3		+0.1		-0.2	5.2
Change in fair value of ORNANE	- 0.3	+0.3				(**)
NETINCOME	- 75.8	0.0	0.0	0.0	0.0	- 75.8

\* gross before tax

\*\* the change in the fair value of the share allocation right for the ORNANE bond is included in the IFRS financial result