



Hue, April 23rd 2018

Re: La Residence Hotel & Spa Renovation and Refurbishment Plan - Second Phase.

Dear Valued Guests and Partners,

Warm greetings from La Residence Hotel & Spa!

First of all, thank you very much for your interest in La Residence Hotel & Spa,

We have successfully completed the first phase: renovated & refurbished all hotel public areas including hotel lobby, Le Parfum Restaurant and Le Gouverneur Bar, all completed in 2017; giving the hotel a new fresh luxury feel and comfort.

As part of our ongoing commitment to provide our guest with an upscale luxurious and unique experience, we would like to inform you our second phase of renovation and refurbishment project will be carried out this summer from 10th April to 31st October 2018.

The renovation plan will include:

- Renovate and refurbish all hotel rooms with up-to-date equipment.
- Expand the hotel garden and landscape adjacent to The River on newly acquired land of 9,000m².
- A new 40m long swimming pool on the new land, with the intention to connect our guests more to nature and The River.
- A new luxury Spa, featuring top of the line facilities, furnishings and equipment.
- The rooftop fitness center will be relocated on the ground floor, next to the spa and will soon go live again with a new line of fitness equipment.
- A new 3-bedroom villa with a private heated pool will also be built on the extended land.

For the duration of the renovation work, we have set up a temporary Fitness Center, which is located at the ground floor & close to Le Parfum Restaurant, so that our in-house guest can enjoy the gym equipment.

At the same time, Le Spa treatment rooms are relocated in a quiet area of the hotel. However, the Sauna, Steam Bath & Jacuzzi will not be available during renovation. Our Spa Reception Counter will be next to the Hotel Concierge, which is right in front of Le Parfum Restaurant. You can also contact Hotel Reception Desk for Spa booking and assistance.

The outdoor Swimming Pool is open as usual; however the changing rooms are unavailable, so we would like to ask your favour by taking your shower and changing in your room, before and after going to swim.

Having the advantage that our guest rooms are located in three separate buildings, we are planning to carry out the room renovation and refurbishment building by building, in carefully planned stages, with minimum disruption to guests staying in other buildings. As well the construction of the new swimming pool and villa will be well partitioned away on the new extended land by The River.

Please be assured that utmost efforts will be made to limit the amount of noise or disruption during the renovation.

With the aim of showing our commitment towards guest satisfaction, during this period we will offer every in-house guest a complimentary drink/cocktail voucher and a Spa/F&B credit voucher of 250,000VND++.

Rest assured, guests' satisfaction is our utmost concern, and our team remains at your disposal should you require any assistance or further information, or explanation. And, most importantly, we are looking forward to welcoming you at La Residence Hotel & Spa.

Sincerely,

Phan Trong Minh
General Manager