

**RENOVATION/REFURBISHMENT PROJECT 2011/12**

Hotel Name: Shangri-La Hotel, Singapore

Today's Date: 26<sup>th</sup> July 2011

Contact Name Regarding Building Work: Debrah Pascoe, Director of Sales & Marketing

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Are there any refurbishment, renovations or building work planned at the Hotel during 2011?

Yes

No

Date of Commencement: October 2011  
(Note: This is an update only)

Date of Completion: May 2012

**Description of the renovation work (Update only):**

Last Update

From: To:

New Dates

From: To:  
1 Oct 11 31 May 12

**Garden Wing**

**What does the work involve?**

**GARDEN WING**

- Heavy work including jack hammering will be confined to approximately 4 weeks and is expected to commence in mid October (Actual Date: TBA) . After this work is completed, only light work will be carried out i.e. light drilling, painting, carpeting and installation of lighting and furnishings  
(Specify exact machinery and tools that will be involved)
- 4 weeks commencing mid October – jack hammers and other electric power tools
- Remaining period - electric power tools, hand tools and dust extract fans

**Hours and days of the week that the work will be carried out:** Normal day time working hours will be followed

Hours: 9 a.m. to 6 p.m.

Days of the week: 7 days (only light work will be carried out on Sundays)

**How will the renovation affect main service areas (pool, lobby, restaurants, bars, beach etc):**

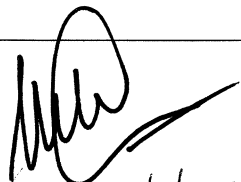
- The Tower Wing and Valley Wing Rooms and all Restaurants **will not be affected** by the work being carried out in the Garden Wing
- Disruptions will be kept to a minimum, and the hotel will continue to operate as normal with uninterrupted service.

**What is the extent of disturbance to guests (i.e. noise and dust, visual etc) and what is being done to minimise the impact? (i.e. Hoarding)**

- The areas under renovations are concealed from guests' view with appropriate hoarding.
- These areas are not accessible to guests.
- These are sealed to ensure noise and dust levels are controlled.
- Some background noise may be heard by the swimming pool during the heavy work phase

**What facilities/services will not be available/limited to guests during the renovation?**

- Garden Wing Rooms and Suites

  
 27/7/2011

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**Page 2**

*Are there any arrangements to provide these services in another part of the Hotel/Resort?*

**Lobby Lounge and Reception Renovation:**

- During the closure of the Garden Wing Rooms, guests with bookings made prior to the announcement of the closure of these rooms will be upgraded to Horizon Club Rooms located in the main tower which is a completely separate wing from Garden Wing

*Can you guarantee rooms away from the renovation area?*

- During the renovations no guests will be allocated rooms in the Garden Wing and will instead be accommodated in Tower Wing and Valley Wing **which are completely separate wings.**
- The Hotel will do all possible to provide the most suitable accommodation to ensure guest comfort and satisfaction at all times.



Issued: Debrah Pascoe, Director of Sales & Marketing

Date: 26/7/11



Approved: Michael Cottan, VP & General Manager

Date:

**RENOVATION/REFURBISHMENT PROJECT – Critical Path – Timeline**

<b>RENOVATION SCHEDULE</b>	<b>Oct 11</b>	<b>Nov 11</b>	<b>Dec 11</b>	<b>Jan 12</b>	<b>Feb 12</b>	<b>Mar 12</b>	<b>Apr 12</b>	<b>May 12</b>
Garden Wing Rooms								