



Pacific Resort

— HOTEL GROUP —

August 23, 2018

Advisory Notice – Major Resort Refurbishment Works 2018/19

Kia Orana from the Cook Islands,

Pacific Resort Hotel Group is committed to continually upgrading its facilities and improving its service delivery in order to deliver on its promise of 'absolute guest satisfaction'. To this end, there are a number of significant renovation projects scheduled for completion during the quieter time of our business year at Pacific Resort Aitutaki, Pacific Resort Rarotonga and Little Polynesian Resort.

We are issuing this letter to help communicate these projects to you and enlist your support in creating the necessary awareness among your team and clients in order to avoid any potential disappointment as a result of scheduled work over these dates. We respectfully ask you to inform all guests with existing bookings over these dates of these projects, we also encourage you to disclose the work to any new clients wishing to book at any affected resort during these dates.

Note: Any new bookings received after the date of this letter, will be accepted as having been advised at agent end and accepted by your client during this time about the potential disruptions to their stay.

Outlined below are the specific projects and the dates refurbishment work will be undertaken.

We have also attached a map of each resort and highlighted the areas where the work will be completed.

Project #1: Little Polynesian Resort
Scope of work: Partial Refurbishment Beachfront Bungalows (rooms 1-3)
Dates of work: 20 October to 3 November 2018

Overview of work: A partial refurbishment of these 3 rooms will take place over the specified dates and will mainly focus on the full restoration of wooden floorboards throughout the entire bungalow as well as other minor enhancements to the room.

Disruption Statement: These rooms are located together on the far western end of the resort and will be closed off while the refurbishment works are carried out. Due to their location in the resort we expect minimal impact and disruption to guests.

Guest Concessions: Because of the nature of the project work, we will not be extending any specific concessions associated with this particular project.



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Project #2: Little Polynesian Resort
Scope of work: Full Refurbishment Garden Studio (rooms 11-14)
Dates of work: 20 October to 20 December 2018

Overview of work: A full soft and hard refurbishment of all Garden Studio rooms will be undertaken and will include re-roofing of each unit. All pathways around these rooms will also be upgraded.

Disruption Statement: These rooms are located together at the back of the resort and will be closed off during the refurbishment period. Due to their location in the resort we expect minimal impact from our refurbishment and expect minimum disruption to guests.

Guest Concessions: Because of the controlled nature of the project work, we will not be extending any specific concessions associated with this particular project.

Project #3: Pacific Resort Rarotonga
Scope of work: Pool repairs and pathway replacement
Date of work: 7 to 23 December 2018

Overview of work: The pool at Pacific Resort Rarotonga will be closed during this period as it undergoes extensive repair and restoration work including full grouting and partial retiling work. Main pathways around the poolside area will also be replaced.

Disruption statement: The pool will be closed for this full two week period. Guest will not have access to resort pool for the full duration of works.

Guest Concessions: The resort will operate complimentary daily snorkelling cruises during this period. Furthermore, the Barefoot Bar will operate an "All Day Happy Hour" over these dates (normally 4-5pm and 8-9pm).

Project #4: Pacific Resort Rarotonga
Scope of work: Full Refurbishment Beachfront Suite (rooms 106, 207 and 208)
Date of work: 21 January to 31 March 2019

Overview of work: A full hard refurbishment of three Beachfront Suites will be undertaken and will include re-tiling throughout and new bathroom fit out. All pathways around these rooms will also be upgraded. Upon reopening they will be recategorised as Premium Beachfront Suites.

Disruption statement: These rooms are a separate, small block attached to the Beach Hut. We have closed off the aforementioned rooms to minimise the impact of our refurbishment and expect minimum disruption to guests. Our Beach Hut operation will be unaffected and will remain open throughout this time.

Guest Concessions: Because of the controlled and contained nature of the project work, we will not be extending any specific concessions associated with this particular project.



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Project #5: Pacific Resort Aitutaki
Scope of work: Public Area, Swimming Pool & Restaurant Refurbishments
Date of work: Full Resort Closure - 26 January to 2 February 2019

Overview of work: All resort central public areas including lobby, restaurant and pool will undergo extensive refurbishment and restoration works.

Disruption statement: Not applicable due to full resort closure.

Guest Concessions: Not applicable due to full resort closure.

We appreciate your support and understanding during this period, while we work towards maintaining and increasing the quality of our resorts for the ultimate enjoyment and satisfaction of our guests.

Meitaki e Aro'a nui,

Marcus Niszow
Chief Executive Officer
Pacific Resort Hotel Group



**LITTLE
POLYNESIAN**
RAROTONGA • COOK ISLANDS

1-10 BEACHFRONT BUNGALOWS
11-14 GARDEN STUDIOS



PROJECT #1:
20 OCTOBER - 3 NOVEMBER 2018
FLOOR REFURBISHMENT

PROJECT #2:
20 OCTOBER - 20 DECEMBER 2018
REFURBISHMENT GARDEN STUDIOS



BEACH



RESORT ROOMS

| | |
|---|---|
| STANDARD STUDIO ROOM | (Ground Floor) 3,20,21,28 & 29 (First Floor) 24,25,32 & 33 |
| STANDARD FAMILY ROOM (2 BED ROOM) | (Ground Floor) 19,22,27 & 30 (First Floor) 23,26,31 & 34 |
| PREMIUM GARDEN SUITE PREMIUM FAMILY ROOM | (Studio Open Plan) 1-2, 4-10, 15-18 (Studio Open Plan) 35-46 |
| BEACH FRONT SUITE | (Ground Floor) 13,14 & 101-106 (First Floor) 207-213 |
| PREMIUM GARDEN VILLA | 400-700 |
| PREMIUM LAGOON VIEW VILLA | 200 & 300 |
| PREMIUM BEACH FRONT VILLA | 100 |

| | |
|-----------------------------------|-------------------------|
| H1 Are Inangaro (Love Hut) | A Avis Tour Desk |
| H2 Are Imene (Song Hut) | L Laundry |
| H3 Are Vaka (Voyage Hut) | T Toilets |
| R Recycling Station | N Nail Lounge |
| W Water Filling Station | |



PROJECT #3: 7 - 23 DECEMBER 2018 POOL REPAIRS



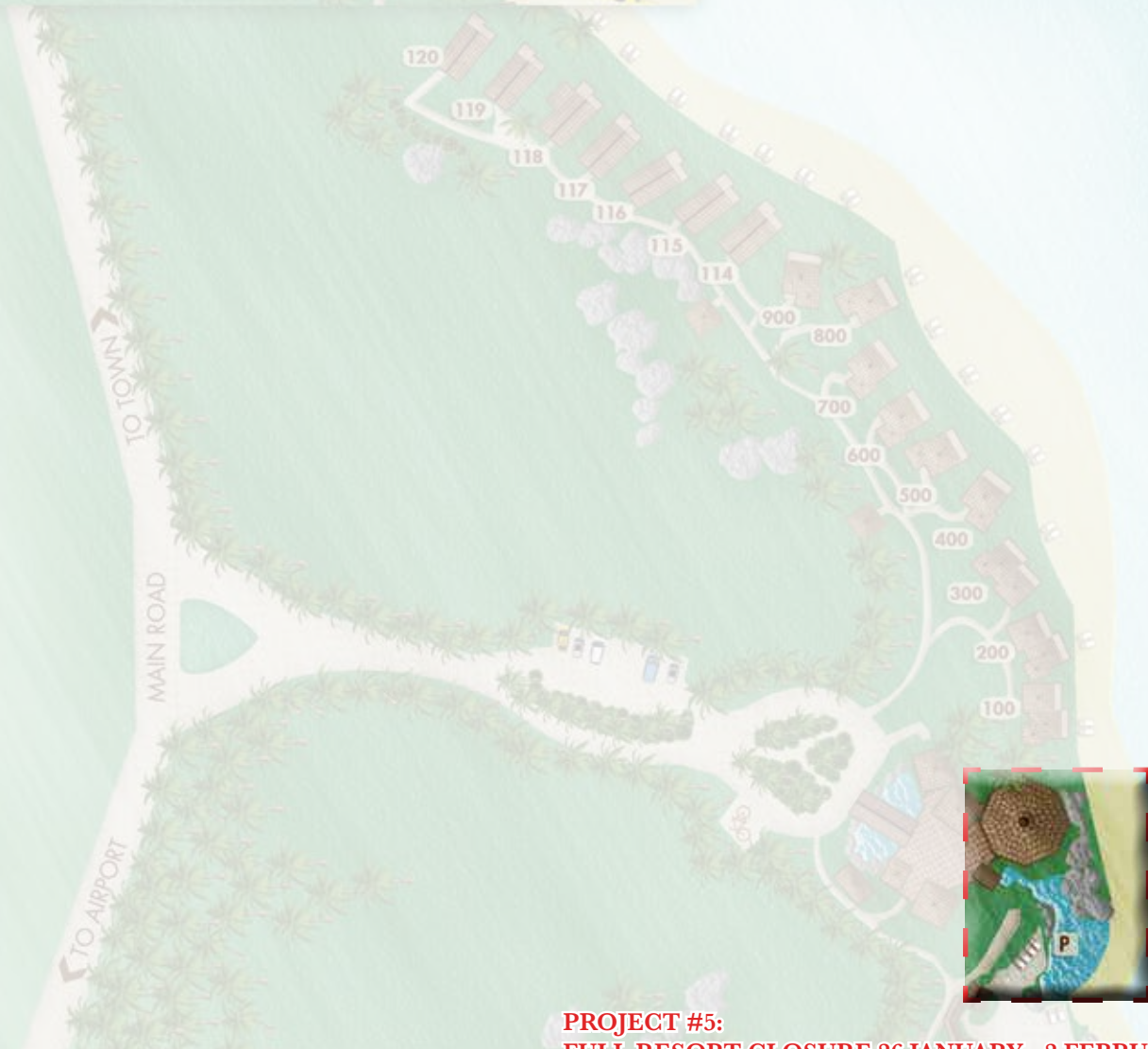
PROJECT #4: 21 JANUARY - 31 MARCH 2019 BEACHFRONT SUITE UPGRADE TO PREMIUM BEACHFRONT SUITE (ROOM #106, 207, 208)



MURI
LAGOON



AITUTAKI LAGOON



PROJECT #5:
FULL RESORT CLOSURE 26 JANUARY - 2 FEBRUARY 2019
SWIMMING POOL & RESTAURANT REFURBISHMENT



RESORT ROOMS

| | |
|----------------------------------|--------------------------|
| PREMIUM BEACHFRONT BUNGALOW | 101-117, 119-120 |
| PREMIUM BEACHFRONT BUNGALOW PLUS | 118 |
| PREMIUM BEACHFRONT BUNGALOW | [2 BEDROOM] 108 with 109 |
| ULTIMATE BEACHFRONT BUNGALOW | 400-900 |
| ULTIMATE BEACHFRONT VILLA | 100-300 |

RESORT FACILITIES

| | |
|------------------------------------|-----------------------------|
| A Reception & Office | H Black Rock Retreat |
| B Gift Shops | K Kayaks |
| C Rapae Bay Restaurant | P Infinity Pool |
| D The Black Rock Cafe & Bar | S Tiare Spa |
| G Gymnasium | T Toilet |

