

Dear Valued Partners,

## Warm regards from The Kayana Seminyak Bali,

Please allow me to extend our highly appreciation for your continuous support toward the Kayana Seminyak Bali. We are very much looking forward to improving and providing only the best for your customer's comfort in the near future. Therefore, on behalf of the Management of the Kayana, I am thrilled to announce that our highly anticipated roof & refurbishment program for our villa has finally started.

Urgent maintenance will currently only be focused on 1 villa as a mockup. We are going to replace the roof from reeds material with wooden shingles & granite cover tiles on the existing terrazzo floor without dismantling heavy materials throughout the building.

During the ongoing refurbishment program, we will try to manage the work with minimum noise and dashes, and the rest of the main facilities (Villa, Lobby, Restaurant & Gym) remain open and function well as usual. Guests will still be able to enjoy all the facilities and service on the premises.

The renovation will be starting from September 16<sup>th</sup>, 2024, with the expected completion date on October 31, 2024. Approximately for 40(forty) days. Daily work will be scheduled from 8 a.m. to 5.30 p.m.

We hope your kind understanding of these project plan as this refurbishment will allow us to provide the best villa experience to all our valued clients. Kindly accept our apologies for any inconvenience may cause and offer our sincere thanks for your patience and support.

Should you have any concerns, please contact us directly for more details assistance.

Your Sincerely,

Agus Suyatna General Manager