

Dear Valued Partner,

Thank you for your kind cooperation and continued support during that period!

We would like to inform you about the upcoming maintenance plan of the hotel. Due to unpredictable weather conditions, after consulting with technical experts, we decided to carry out part of this plan earlier to ensure the safety and quality of the facilities.

Waterproof paint will be applied to the entire exterior to protect the property and maintain quality standards. To facilitate the painting of the high-rise building, the hotel will temporarily close the infinity pool and bar for 8 days, from 4th to 11th September 2025.

We fully understand that this may impact the guest experience during the mentioned period. Therefore, we are pleased to offer special compensation (cash credit) to guests staying from September 4th to 11th as detailed below:

Level 1 (1 impacted night):	VND 300,000/pax/stay
Level 2 (2–3 impacted nights):	VND 400,000/pax/stay
Level 3 (4–5 impacted nights):	VND 600,000/pax/stay
Level 4 (6+ impacted nights):	VND 800,000/pax/stay

Important Note:

Compensation is applied only for the nights falling within the pool and bar closure period (September 4–11, 2025).

Example:

Booking: Check-in on 2nd Sep, check-out on 5th Sep

Nights impacted: 1 night (4th Sep)

Applied level: Level 1

Terms & Conditions – Cash Credit

Cash credit is applicable to all in-house services.

Any unused balance is non-refundable and cannot be exchanged for cash.

If the total expenses exceed the credited amount, the remaining balance must be settled upon check-out.

Cash credit is applied per guest, per stay, and is non-transferable and non-cumulative across different stays or guests.

We are trying our best to maintain the quality of our facilities and overall guest experience. We sincerely appreciate your understanding and support during this essential maintenance period.

We hope that with this advance notice and the compensation options provided, you will be able to plan your operations accordingly and feel reassured in continuing our partnership.