



Holiday Inn Resort Phuket Busakorn Wing Refurbishment Project 2009

In the summer months of 2008 the Holiday Inn Resort Phuket renovated 36 Busakorn Villa rooms. The resort has received extremely positive feedback from the clientele whom have experience the new Busakorn Villa rooms welcoming the new look and design features.

Whilst business into Thailand remains impacted by the global downturn it provides the opportunity to continue upgrading and improving the resort.

The Holiday Inn Resort Phuket has embarked on the second phase of the extensive multi million Baht refurbishment of the Busakorn Wing during the summer months of 2009.

Timing: 4th of May – 31st of August 2009
(Work will be done between 08.00 mornings and 18.00 hours daily)

What will be undertaken?

- The renovation works are soft refurbishments in the rooms, restaurant areas and front desk.
- There is no heavy construction equipment, no structural work or heavy construction.
- Soft refurbishment works include, wall papering, painting, plastering, replacement of tiles, carpenter work in the restaurant and front desk areas.

Studio Rooms:

- 104 Studio rooms , upgrading with a soft refurbishment, change of interior design and light features , a refreshing shower experience with 3 step shower heads and rain shower, improved bedding with mattress toppers, duvets, firm and soft pillows. Upgrading of the entertainment areas with flat screen TVs, DVD players and internet access in all studio rooms. The Busakorn Studio Rooms will retain their Thai feeling with the teak wood colored furniture, hand glazed ceramic tiles features.

Busakorn Restaurant:

- Busakorn Restaurant will be re-named and re-launched as **Charm Thai** serving food with smiles.
- A complete redesign of the décor and kitchen areas will create the new concept for **Charm Thai** providing great ambiance and views over the Busakorn Pool area.
- The restaurant will serve Patong's finest breakfast buffet, authentic Thai food and modern international classics for guests to choose from.



Busakorn Reception & Resort Center:

- Creation of a new resort center where guests will have easy access to the web, tour and resort information
- The Busakorn Wing Lobby and entrance will also provide an upgraded arrival experience.

Pools & Gardens:

- Our well loved pools and gardens will remain the same with newly upgraded pool furniture, umbrellas and mats, but will retain their Thai charm and ambience.

Due to the above extensive work we will close the 104 studio rooms and restaurant at the Busakorn Wing through out the renovation and therefore Holiday Inn Resort Phuket will accept only bookings for the room types:

- Main Wing Superior
- Main Wing Deluxe
- Main Wing Family and Kid Suites
- Busakorn Villa room pool access
- Busakorn Villa room pool view

What impact can guests staying at the Main Wing or the Busakorn Villa Rooms expect?

Guests staying in one of the 36 villa rooms:

- Limited impact from some noise works at the Busakorn Restaurant; otherwise no impact and all services for the Villa rooms will be arranged through the Main Wing lobby areas.
- Breakfast for the villa guests will be served at the Sea breeze Café buffet and a reserved seating area will be arranged for Busakorn Villa guests.

Main Wing Guest Rooms and Main Wing facilities:

- The Main Wing guest rooms will have no disturbances from the renovation of the Busakorn Wing.
- Zero impact from noise or visual renovation work.

Kids club, Club 12 plus:

- No impact at all and both clubs will operate as usual with any disturbances.



Main Wing Pool:

- No impact at all and will operate as usual and no disturbances.

Busakorn Wing Main Pool:

- The Busakorn Wing pool area will remain open and customers from the Main Wing and Villa Rooms can use the large Busakorn Wing pool areas.
- There will be some construction noise from the refurbishment in the rooms and restaurants at the Busakorn Wing pool.
- During the refurbishment Main Wing guests can use the Busakorn Wing pool but can expect some noise from the refurbishment.
- Guest have still the option to use the Main Wing pool areas where there is absolutely no disturbance, so the Busakorn Wing pool just offers an alternative pool for swimming and sun bathing.

Spa:

- Remains open as usual during the refurbishment of the Busakorn Wing.

Fitness:

- Fitness rooms remain open as usual.

Restaurants:

- Sam's Steakhouse, Sea breeze Café, Terrazzo Restaurant, The Bar all remain open and will serve our variety of food, buffets and them nights.
- The only restaurant closed will be the Busakorn Restaurant, but a variety of Thai food will be served at the Sea breeze Café during this closure.

Which room types are not available from 4th May to 31st of August 2009?

- The 104 studio rooms at the Busakorn Wing only.
- All other room types can be booked and the Busakorn Wing refurbishment will have no impact.

Map of renovation site:

- Please find enclosed a map were work is taking place.
- Kindly take note that the map is not to scale, but it gives a clear indication that all the renovation work at the Busakorn studio rooms are a self contained area and by closing the area off, the rest of the resort facilities and rooms will have no impact.



Information:

- This information is available on www.phuket.holiday-inn.com with the latest photos of the newly renovated Busakorn Wing Rooms and updated designs of the **Charm Thai**, Reception and Resort Center facilities.
- Kindly inform your customers who have made bookings at our resorts. Notification regarding the closed rooms was previously issued noting that the Busakorn Wing Rooms allotments were closed out for 4th May – 31st of August 2009, and therefore there should be no bookings for this room types in your systems during this period.
- Please feel free to contact Mr. Ittivudh Sumongkol, Director of Sales & Marketing at ittivudh@anet.net.th or myself at wm_hirp@phuket.ksc.co.th for more details.

We are looking forward to presenting the newly renovated Busakorn Wing by September 2009.

Wolfgang Meusburger
General Manager