

16 January 2024

Dear Valued Partner,

We are excited to provide you with an update on the extensive revitalization taking place at Sheraton Soma Bay. Confirming our previous communication, we currently have 142 rooms undergoing renovation in our West Wing. The project commenced on December 1, 2023, and has been efficiently managed, resulting in no disturbance complaints from our esteemed guests.

Additionally, the Mock-Up rooms have been successfully completed, and we would be delighted to showcase them to you. Please consider visiting when you are in the area.

While a few project timelines have been adjusted, we want to keep you informed about the upcoming renovation program. Kindly review the following timelines:

Sheraton Renovation Schedule		2024											
Stage	Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Phase A	131 Rooms + 11 Suites East Wing	01-Dec		30-Mar									
Phase B	Fitness centre		15-Feb		08-Apr								
	Water Sport Shed		15-Feb			30-May							
	Beach Area Enhancement		15-Feb			30-May							
Phase C	48 Guest Rooms East Wing				01-Apr			01-Aug					
	61 Guest Rooms + 3 Suites West Wing					01-May			01-Sep				
	Entrance, Lobby, Reception, Porte Cohere					01-May			01-Sep				
	Solar Bar					01-May			01-Sep				
	Public Toilets					01-May			01-Sep				
	Main Restaurant + Kitchen					01-May				15-Sep			
Pool Area and Bar					01-May			15-Aug					
Phase D	36 Rooms + 7 Suites West Wing								01-Aug			01-Dec	
	Italian Restaurant									15-Sep			21-Dec
	Club Lounge (New Facility)									15-Sep			21-Dec
Phase E	30 Villas										15-Oct		
	VIP Pool (New Facility)										15-Oct		
	Wellness centre												07-Dec
	Kids Area												07-Dec
	Beach Restaurant												
Beach Bar													

As steadfast partners, your support has been invaluable over the years, and we humbly ask for your continued support during this exciting phase and beyond. Our enduring partnership has played a pivotal role in our success, and we are excited to embark on this journey with you.

Throughout the renovation period, we have thoughtfully arranged alternative facilities to ensure minimal disruption to our guests' experiences. While we strive to provide seamless stays, it's crucial that all your guests arriving during this period are informed about the ongoing renovation before arrival.

**As we enhance certain areas, we have organized alternative options to ensure our guests' stays remain enjoyable:**

**Water Sport Structure:** A temporary facility will be available for enjoyment.

**Beach Area:** To minimize disruption, only one half of the beach will be worked on at a time, allowing guests to relish the sandy shores.

**Main Restaurant:** Guests can indulge in meals at our exquisite Italian Restaurant, Sea Breeze Restaurant, and the grand Main Ballroom.

**Pool Area & Bar:** A secondary pool facility with all amenities needed for a refreshing experience has been set up.

**Lobby, Reception, Porte Cohere:** Welcoming spaces will be temporarily relocated to the conference center to ensure a smooth check-in and arrival experience.

**Solar Bar:** A pop-up bar facility will be available for guests to unwind.

**Italian Restaurant:** Guests can enjoy delectable meals at our L'Abydos and Sea View Restaurants while we enhance the Italian Restaurant.

**Spa:** The rejuvenating Thalassa, just 3 minutes away, will be open for guests (Paid Service) to pamper themselves.

**Gym:** Guests can stay active at the nearby Fitness Centre.

**Kids Area:** A temporary facility in the Aqua Park will keep the young ones entertained. The Aqua Park will remain open during the full renovation period.

**Beach Restaurant:** Enjoy meals at the L'Abydos and Italian Restaurants while we work on enhancing the Beach Restaurant.

**Beach Bar:** The Pool Bar and Water Sports Bar will remain fully operational, providing delightful options for relaxation.

This marks a truly exhilarating chapter for Sheraton Soma Bay, and we extend an enthusiastic invitation to you, our esteemed partners, to join us on this remarkable journey. Together, we are forging an exceptional destination that will stand the test of time.

For any inquiries or further information, please don't hesitate to reach out to your account executive and/or Christine Ragaie, our Director of Sales and Marketing.

With warm regards,

Boris Bornman

General Manager