

7 March 2018

Subject: Update on Disturbance at The Siam

Dear valued partner,

I would like to take this opportunity to update you regarding the developments next door to The Siam.

It has now been over ten days since the work commenced and we have a much clearer picture of the work and its impact on the hotel and our guests.

At a high level, I am very pleased to announce that we have not had one serious comment or complaint regarding the issues.

As suggested in my past notice, the work to date appears to not impact any internal space including Suites, Villas or any of the dining venues, including the outside area under the Chon Thai Houses.

The main area impacted has been the pool where noise is audible. We have had guests relaxing there throughout the day, every day. Comments range from "it's nothing we don't experience in any city environment" to "yes, we hear the work but we are still enjoying our time by the pool". Today, there was some jackhammering (the loudest noise we have encountered so far) on the site in the middle of the day and we have been told this is likely to happen only for the next few days and not on a permanent basis.

So far, they have been generally complying with the 9 am to 6 pm noise curfew and when one of the workman has perhaps been over enthusiastic, it has taken one call to ask them to stop. There have been some later evening deliveries with oversize loads which we have been informed will finish by the end of this week. However, with the exception of one or two comments, these appear to have not caused any significant issue.

I will say there has been more activity to the rear of the site with more machinery/ cranes in place. However, this is generally not visible to guests and the noise that this causes is away from the main public areas towards the riverside. So, while we realise there is noise, it appears to be having little impact on the guest experience at this point in time.

Even the crane doing the piling which was visible adjacent to the pool area has moved further back away from the river front and generally out of view from the poolside or indeed the pier.



In summary, there is still ongoing significant works next door. However, at this point, it does not appear to be significantly impacting the guest experience and I am happy to say the team is handling all issues well here on site.



As previously promised, I will keep updates coming in the near future as the process develops. I remain available to address any queries or concerns and we remain flexible with existing bookings who may wish to reconsider. I remain available to discuss any future guests who may have concerns.

Thank you for your support and I look forward to staying in touch.

Sincerely,

A handwritten signature in black ink, appearing to read "Nick Downing", with a circular flourish at the beginning and a long horizontal stroke extending to the right.

Nick Downing  
General Manager