



Hue, July 19th 2018

Re: La Residence Hotel & Spa Renovation and Refurbishment Plan

Dear Valued Guests and Partners,

Warm greetings from La Residence Hotel & Spa!

We have successfully completed the first phase of the renovation & refurbishment of the hotel public areas including hotel lobby, Le Parfum Restaurant and Le Gouverneur Bar, all completed in 2017; giving the hotel a new fresh luxury feel and comfort.

And the next phase is almost completed - the refurbishment of more than 70 rooms. Block by block refurbishment will be completed and go live by October 2018.

- A new luxury Spa, featuring top of the line facilities, furnishings & equipment and a state of the art fitness center also on the ground floor, will soon go live again with a new line of fitness equipment. At present our temporary Fitness Center is on the ground floor, and the Le Spa treatment rooms are relocated in a quiet area of the hotel, with bookings at reception and the Concierge and both are much appreciated by guests. The Sauna, Steam Bath & Jacuzzi will reopen shortly in the magnificent new Le Spa.
- Room renovation and refurbishment, building by building, in carefully planned stages, with minimum disruption to guests is going smoothly.

With the aim of showing our commitment towards guest satisfaction during this period, we will offer every in-house guest a complimentary drink/cocktail voucher and a Spa/F&B credit voucher of 250,000VND++.

Rest assured, guests' satisfaction is our utmost concern, and our team remains at your disposal should you require any assistance or further information, or explanation.

Finally, we would like to share some of the testimonial feedbacks from our guests about how little disruption the renovation causes, and how enjoyable they are during their recent stay with us. Please [click here](#) for some enlightening guest comments. And, most importantly, we are looking forward to welcoming you at La Residence Hotel & Spa.

Sincerely,
Phan Trong Minh
General Manager