



Grand Hyatt Kaua'i  
Resort and Spa  
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## **Grand Hyatt Kaua'i Guest Room Renovation 2010 FAQ's**

**1. Q: What is the scope of the project?**

A: The comprehensive room renovation will replace wall coverings, flooring, curtains, furniture, and décor. All bathrooms will be completely renovated, the majority of the rooms with one King bed will have a spacious walk-in shower. Rooms with two beds will have new shower/bath combinations installed.

**2. Q: When will construction begin and how long will it last?**

A: Construction will begin April 12, 2010 and will end in early 2011.

**3. Q: How will the construction take place operationally?**

A: The renovation will take place in three phases, and will take entire buildings out of order. This will eliminate guest exposure and mitigate any inconvenience.

- Poipu Wing, floors 3-6 will be renovated first from April 12 – July 28, 2010.
- Shipwreck Wing will be closed and renovated from August 9 – January 3, 2011.
- Poipu Wing, floors 1& 2 will be closed for renovation January 11 – March 29, 2011.

Rooms will be brought back into inventory in phases, upon completion.

**4. Q: How will the project affect a visitor's stay?**

A: The renovation has been thoughtfully planned so as to minimize any disruption to the guest experience. Taking place in three stages, the construction will be limited to the immediate area which limits impact for occupied rooms. It is unlikely that any noise from the renovation in each wing will impact guests negatively.

**5. Q: How will the project be handled to minimize a negative visual impact?**

A: As with all projects at the hotel, we ask contractors to maintain a certain level of conduct, to be courteous and minimize any negative impact on the guest experience. Attractive barriers will be in place where necessary.

**6. Q: What is being done to ensure safety for the guests?**

A: Appropriate barriers will be put in place in the work and equipment staging areas.

**7. Q: How will existing reservations be managed?**

A: Existing reservations will be guaranteed in confirmed view type or higher.

**8. Q: Where will Grand Club be located during Phase 1, Poipu Wing, floors 3 – 6?**

**A:** During this Phase 1, April 12 – July 28, Grand Club will be relocated to the Shipwreck Wing. All services will remain intact.

**9. Q: Will all categories of rooms be available during the renovation.**

**A:** For the most part, all categories will be available during all phases. During Phase 2, August 9 – January 3, mountain and garden view will be limited. As always, availability will be properly displayed through all channels.

*NOTE: The above statements are made based on our knowledge of the scope of this project at the time of this writing. Delays or changes in the anticipated dates and times, or changes in decisions as represented above, due to weather, working conditions, transportation and other prevailing factors beyond our control, may occur.*