



HYATT
REGENCY®

FREQUENTLY ASKED QUESTIONS



When will the redesign project begin and end?

Thomsons and Sandstone will begin its enhancement on March 29, 2019 and are scheduled to be publicly unveiled on May 15, 2019.

How will it affect guest experience?

No amenities or services will be impacted. The work area will be temporarily covered by hoardings. The outlets will only be undergoing an impressive redesign process and not heavy renovations.

Will there be any interruption or disturbance during the process?

While we do not anticipate this project to greatly affect overall guest experience, the necessary work may produce noise disruption at Stillwater Spa. No other areas are expected to be disturbed including guestrooms and other facilities. Guests, however, can be assured that our team has made tremendous and proactive efforts to ensure that the work performed is courteous and considerate, with guest comfort, safety and satisfaction always on top of mind.

What is the hotel doing to mitigate the inconvenience to guests?

Our team has designed a service and operations plan to ensure that guests staying with us are minimally impacted by the transformation. A comfortable interim restaurant will be set up at the hotel's Lineham Lobby to accommodate all dining needs. Clear communications and increased signage will also be placed in strategic areas of the hotel.

Will any other area of the hotel be closed during the transformation?

No.

Will the hotel still be offering Sunday Brunch?

Sunday Brunch will not be offered during this period. Guests can look forward to newer, trendier and more exciting dining concepts at the relaunch.

What can guests look forward to once the redesign project has been completed?

Thomsons will be the venue of choice for those in search of a unique, intimate and charming space that hosts all kinds of meeting and social events. Sandstone will be bolder and sexier – serving an impressive selection of seasonal and signature concoctions, old fashioned cocktails and sumptuous late-night snacks.