

Keells Hotel Management Services Limited

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9 January 2012

Dear Partners

Refurbishment and reimagining of Chaaya Citadel Kandy

This is to inform you that Chaaya Citadel Kandy will be subject to refurbishment and reimagining commencing summer 2012. The refurbishment will be in phases and the resort will continue to operate with limited inventory during this period, as detailed below.

Phase 1: 9 May – 31 July 2012

Only the 24 deluxe rooms of the hotel will be operational during this period. The reception, lobby, main bar and main restaurant will also undergo refurbishment during this time. The pool will be closed for guest use from 9 May till 31 May 2012.

The front office/reception functions will be relocated to the conference room and the fine dining restaurant will be temporarily converted to the all-meal buffet restaurant, to cater to in-house guests during the Phase 1 of refurbishment. Accordingly conference facilities and the fine dining facility will not be available for guests during this period.

PLEASE NOTE - Given the very limited inventory available we are regrettably compelled to announce a stop-sale during Phase 1 with immediate effect. Any bookings we have already received during this period will be honoured.

Phase 2: 1 – 31 August 2012

All public areas will be functional during this period together with 70 guest rooms which will include 24 deluxe rooms.

PLEASE NOTE – We will be in a position to honour 50% of the agreed allotments with you during this period. Any bookings we have already received will be honoured.



Phase 3: 1 September – 31 October 2012

A total of 86 guests rooms which will include 16 deluxe rooms together with all public areas will be available during this period.

PLEASE NOTE – We will be in a position to honour 70% of the agreed allotments with you during this period. Any bookings we have already received will be honoured.

We expect the hotel to be fully operational by 1 November 2012. It would be much appreciated if you could keep all clients informed of the above prior to their arrival to the resort.

If you need any further clarification or assistance please feel free to contact -

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Thank you.

Yours Faithfully

For Keells Hotel Management Services Ltd



Sithara Hafeel

Head of Sales & Marketing
and Business Development