



Urgent Notice: Building Repainting at The Marin Phuket

To: Valued Travel Partners

From: The Marin Phuket

Date: August 25, 2025

Subject: Emergency maintenance notification – building repainting

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#### Details of Maintenance Work

Area affected: The exterior of the main building.

Nature of work: Complete repainting of the building's exterior. This essential project will address deteriorating paint surfaces to maintain the building's longevity and appearance.

Work schedule: The work crew will be on-site from Monday to Saturday, starting September 1, 2025, through October 15, 2025. Work hours will be from 09:00 to 18:00 hrs.

Method of work: The repainting will be carried out by abseiling from the top of the building, without the use of scaffolding.

#### Additional maintenance activity

On September 3–4, 2025, we will be planting coconut trees at the Marin Island Pool area.

This activity may cause minor noise disturbances during the daytime.

Impact on guests: We will do our best to minimize disruption during this period.

Noise: There may be some noise from the work crew and tree planting during scheduled hours.



View disruption: While scaffolding will not be used, the presence of workers on ropes may temporarily affect views from certain rooms.

Room sales: We will suspend room sales in areas directly affected by the work to ensure minimal guest impact.

Guest relocation: We will proactively arrange guest stays to keep them away from the maintenance zones.

#### Service recovery

We understand this work may cause inconvenience, and we sincerely apologize. We are committed to ensuring every guest has a pleasant stay and will manage service recovery on a case-by-case basis.

- ✓ Early check-in / Late check-out: Complimentary early check-in and late check-out will be offered based on availability.
- ✓ Food and beverage compensation: Compensation will be provided depending on the level of disruption experienced.

We appreciate your cooperation in sharing this information with your clients. Transparency is key to managing expectations and maintaining guest satisfaction.

If you or your clients have any questions, please contact us directly at 076-360777 or [rsvn@themarinphuket.com](mailto:rsvn@themarinphuket.com).

Thank you for your continued partnership.

Sincerely,

The Marin Phuket