

# MERCURE

HOTEL

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## **Main Building & All-Day Dining Renovation**

The first phase of the renovation project is scheduled to commence on December 15, 2025, and conclude soon. This phase includes the full renovation of the main building and Dar Al Andalus Restaurant (All-Day Dining).

- **Where will the temporary reception be located?**

A temporary reception area will be established within the meeting room adjacent to the current reception to ensure guests continue to enjoy a smooth and comfortable arrival experience.

- **Where will meals be served during the renovation period?**

Daily meals will be served at an alternative restaurant venue located next to Dar Al Andalus Restaurant.

- **What is the name of the alternative restaurant?**

The Lounge.

- **How far is the alternative restaurant from the current restaurant?**

The venue is located directly next to Dar Al Andalus Restaurant.

- **Will transportation be provided to the alternative restaurant?**

No transportation is required, as the alternative venue is within close walking distance.

- **How will breakfast, lunch, and dinner be organized?**

All meal services will continue to operate with the same buffet concept and service standards currently offered at Dar Al Andalus Restaurant.

- Breakfast Buffet: 07:00 – 10:00

- Lunch Buffet: 12:30 – 15:00

- Dinner Buffet: 19:00 – 22:00

- **Will all guests dine in the same venue?**

Yes.

- **What are the renovation working hours?**

Renovation works will take place daily from 09:00 AM until 05:00 PM.

- **Will there be any noise or visual impact during the renovation?**

Machinery and construction equipment will be utilized throughout the project; however, all renovation areas will be fully isolated and secured with dedicated fencing to minimize any disturbance to guests and hotel operations. All hotel facilities and services will remain fully operational throughout the renovation period.

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- **What alternative arrangements will be available during the renovation?**

A temporary reception area and alternative dining venue will be fully operational to ensure uninterrupted guest comfort and service quality throughout the project duration.

## **Guestrooms Renovation Phases**

- **When will guestrooms renovation begin?**

Guestrooms renovation is scheduled to begin as part of Phase 2 starting March 1, 2026.

- **Which areas will be renovated during Phase 2?**

Phase 2 will include the renovation of Cluster 7 guestrooms in addition to Sushi Restaurant, Ultra Bar, and AZUR Bar.

- **How will guest comfort and safety be maintained during guestrooms renovation?**

Each renovation phase will be carefully separated from operational guest areas to ensure guest privacy, safety, and comfort at all times while maintaining the smooth operation of all resort facilities.

- **Will all hotel facilities remain operational during the project?**

Yes. Throughout all renovation phases, the hotel will continue operating normally, with guest comfort and service continuity remaining a top priority.