



Dear valued guest,

Our highly anticipated renovations are well under way, starting with our guest rooms. These areas have undergone renovations and we will continue to improve these over a period of approximately another 1 years, with an expected completion date in 2023.

We have completed over 80% of the guestroom refurbishments. This has seen the rooms fitted with new double-glazed opening windows, new carpet, bright bathrooms, room furniture, artwork, individual heating/cooling, and all new beds for a peaceful night's sleep.

While our hotel remains a preferred choice of many holiday and business travellers alike, these extensive renovations will allow us to provide the very best hotel and experience to you our valued guests. During the renovation period, we apologies for any inconvenience and offer our sincere thank you for your patience and support.

If you have any concerns, please email us at reception@kingsgatehotel.com.au. We will continue keeping you informed as our renovation progress. As part of our continued commitment to enhance our property and service, we are currently in the process of renovating 6 rooms at a time from first floor to sixth floor.

Ibis Styles Kingsgate hotel Melbourne continually strives to be the best 3-star hotel in Melbourne Australia, and we appreciate your continued support during this time and through the renovation.

During the renovation period, work will commence from 08:00 to 18:00 during weekdays and weekends. As a result, there may be some construction noises during this period.

We apologies for any inconvenience and offer our sincere thank you for your patience and support.

Your sincerely,

A handwritten signature in black ink, appearing to read "Jack Chen".

Jack Chen

General Manager

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