

A New Chapter for Fiji Hideaway Resort & Spa

Important Update for Our Valued Partners

Fiji Hideaway Resort & Spa by Kimaya is undertaking a significant investment in the future of the property. Commencing November 2026, we will begin a staged refurbishment of our guest accommodation and resort facilities, concluding in April 2027. On completion, your guests will experience a genuinely refreshed Hideaway.

This is a substantial capital investment, focused primarily on our accommodation block, designed to elevate the guest experience for years to come. We are approaching this process as partners, which means transparent, proactive communication at every stage.

We understand that your guests choose Hideaway for its relaxed, effortless Fiji experience, and this renovation has been planned specifically to protect that.

Our Commitment to You and Your Guests

- **Staged, not disruptive.** Works are being carefully phased so that only select sections of the resort are taken out of inventory at any one time. The resort remains open and operating throughout. Those familiar with Hideaway will know the resort's layout lends itself well to this approach, with distinct sections that allow works to be isolated without impacting the wider guest experience.
- **Separated and contained.** Wherever possible, renovation zones are physically separated from occupied accommodation, with works scheduled to minimise noise, access disruption and visual impact.
- **Operating as normal.** The majority of resort facilities and services will continue to operate without interruption. This is a renovation within a fully operating resort, not a resort on hold.
- **Bookings continue as normal.** We remain open for business throughout the refurbishment period. You can continue to book with confidence, and we will support your sales with accurate, up-to-date information at every stage.
- **Existing bookings are protected.** Any reservations already on the books will be carefully managed and honoured. Where a booking may be affected by works, we will contact you directly, in advance, to manage the guest experience appropriately.

What This Means for You, Practically	
Timing	November 2026 – April 2027
Scope	Primarily accommodation block, staged by section
Resort operations	Continuing throughout; majority of facilities open as normal
New bookings	Ongoing we remain open for sales throughout the project
Existing bookings	Reviewed and managed individually; guests and partners informed of any impact ahead of arrival

What This Means for You, Practically	
Communication	Regular, scheduled updates on stages, works and affected areas
Urgent changes	Anything materially affecting guest experience will be flagged immediately, outside the standard update cycle

Keeping You and Your Guests Informed

Accurate, timely information is what allows you to sell with confidence, and we are committed to keeping you fully informed throughout this project. As works progress, we will provide regular updates covering:

- Which areas are affected, and when
- What guests can expect to see or hear during their stay
- Any implications for bookings already confirmed

Should anything arise that could materially affect the guest experience, you will hear from us proactively, ahead of time, not after the fact. Guests with existing or upcoming reservations will be kept informed and supported throughout, and it remains business as usual for new bookings.

This is an exciting period of investment in a resort your guests love. Thank you for your continued trust and partnership. We look forward to welcoming your guests to a refreshed Fiji Hideaway Resort & Spa by Kimaya