

Subject: Exciting Transformation at OHANA Waikiki East by OUTRIGGER

DATE: 31 January 2024

Aloha Shelley,

As a valued partner of **OHANA Waikiki East by OUTRIGGER**, we are pleased to share some exciting news about the ongoing transformation taking place at our property. The new design aesthetic draws inspiration from a paradise garden, nestled in the heart of Waikiki, and our efforts aim to create a unique experience for our guests that captures the essence of the island.

This journey towards reimagining OHANA Waikiki East as a modern craft hotel began several years ago, starting with an elevator modernization and enhancement of our recreational offerings. We are pleased to announce that the pool and fitness center transformation reached its completion last fall, turning the pool area into a tranquil oasis for relaxation and fun, while the brand-new fitness center boasts state-of-the-art Technogym and Peloton equipment to enhance our guests' wellness journey.

The next phase of our transformation involves the renovation of our guest rooms, a project that commenced in late 2023. The floors are progressing nicely and we are excited to unveil a selection of renovated rooms for booking starting in February 20, 2024. By the end of this summer, we anticipate the full transformation of all rooms, ensuring a fresh and contemporary ambiance for our esteemed guests.


Our commitment to an enhanced guest experience extends to public areas as well. The hotel's arrival area, upper lobby and meeting rooms will undergo an exciting makeover, accompanied by the addition of a new games room. We will also be introducing sensational new dining options alongside our existing on-property restaurants—Appetito Craft Pizza & Wine Bar and Tanaka of Tokyo's Japanese teppanyaki.

In order to facilitate a seamless check-in process during the lobby enhancements, starting on February 20, a temporary front desk will be located on the street level of Kuhio Avenue. Additional bell-desk hosts and parking attendants will be readily available to ensure a smooth and welcoming arrival experience.

Mahalo for your understanding and cooperation as we navigate through this period of transformation. Our team is committed to taking every precautionary measure to minimize disruptions, ensuring the utmost consideration for our guests throughout the enhancement process.

We eagerly look forward to welcoming you and your guests to experience the new and improved OHANA Waikiki East by OUTRIGGER.

Sincerely,



Kiana Beimes
General Manager