



MEMORANDUM

RETURN TO PARADISE BEACH RESORT & SPA, SAMOA

TO: Valued Travel Partners

FROM: Fasitau Ula, Head of Sales & Marketing

DATE: September 24, 2026

SUBJECT: Formal Notice: Property Enhancements & Radisson Individuals Portfolio Transition

1. Executive Overview & Brand Transition

Dear Valued Travel Partners,

As part of our ongoing commitment to elevating our guest experience and preparing for our upcoming transition to the Radisson Individuals global portfolio, Return to Paradise Beach Resort & Spa is embarking on a comprehensive property enhancement program. Over the coming months, we are expanding our luxury footprint by constructing 22 new premium guest rooms and adding a 4th swimming pool, alongside upgrading our core resort facilities.

To ensure you can accurately advise your clients and maintain seamless bookings, please take note of the finalized operational schedule, temporary adjustments, and strict mitigation controls detailed below.

2. Comprehensive Operational Enhancement Schedule

Enhancement Area	Timeline	Operational Impact & Contingencies
Rock Pool Bar Extension & Renovation (Main Bar)	Oct 5 – Oct 19, 2026 (2 Weeks)	• Due to urgent, unforeseen maintenance requirements, the Rock Pool Bar will undergo an expedited 2-week closure and renovation. • Paradise Kitchen will operate its own dedicated bar service. • Cabana Bar will fully service Cabana Cafe and the surrounding pool area, ensuring uninterrupted beverage service.
Fourth Main Pool Construction	Nov 1 – Dec 15, 2026	• Construction of a brand-new 4th pool in the main resort area. • Our existing swimming pools will remain fully open and operational with complete bar and food service.



The construction of the 4th pool is localized and hoarded off.

New Guest Accommodation Build (22 New Rooms)	Oct 13, 2026 – Jan 31, 2027	• Addition of 22 premium guest rooms to the Honeymoon / Presidential Suite area. • The entire Honeymoon/Presidential Suite wing will be completely closed off during construction, guaranteeing zero disturbance or noise disruption to resort guests.
Lomi Spa Relocation	Ongoing during works	• Lomi Spa is being relocated to a luxury villa to ensure uninterrupted, peaceful wellness services.
Reception Upgrade	Nov 24 – Dec 4, 2026 (10 Days)	• Main lobby undergoing a 10-day aesthetic refresh. • A seamless, check-in desk will be fully operational to welcome arriving guests.
Minor Fixture & Furniture Upgrades	Nov 1, 2026 – End of Feb 2027	• Periodic minor works involving the installation of new furniture, fixtures, and decor across public areas with zero operational impact.

3. Key Operational Safeguards & Guest Experience

Key Operational Control Protocols:

- **Strict Working Hours:** Heavy enhancement works are strictly restricted to standard daytime business hours to safeguard resort tranquility.
- **Physical Buffer Zones:** Construction zones (specifically the Honeymoon/Presidential Suite wing) are completely isolated and hoarded off from active guest areas.
- **Full Amenity Continuity:** Dining at Paradise Kitchen & Cabana Cafe, pool access across existing swimming pools, Lomi Spa services in the luxury villa, and our private beach remain 100% operational.

We are exceptionally excited to unveil these world-class assets to your clients as we step into our Radisson Individuals transition. Should you have any clients traveling during this period who require special considerations or room allocations, please contact our reservations team directly.

Fa'afetai tele for your continued partnership and support.

Warm regards,

Fasitau Ula
Head of Sales & Marketing
Return to Paradise Beach Resort & Spa, Samoa