

## FREQUENTLY ASKED QUESTIONS 常见问题

### PERFECTING ELEGANCE 十年蜕变，优雅升级

From Q3 2018

2018 年第三季度起

*Opened in 2008 as the first Park Hyatt property in mainland China, Park Hyatt Beijing is committed to the endless pursuit of improving our guests' experiences. This endeavor requires refreshing hotel facilities and services. We are confident that our new facilities will enhance our guests' experiences. We thank all guests and partners for the support in our drive to always provide rare and intimate experiences.*

作为中国大陆的第一家柏悦品牌酒店，北京柏悦酒店自 2008 年开业以来，一直致力于为客人打造舒适优雅的入住体验，不断提升品质以满足个性化的需求，也从未停止对服务设施的更新与升级，相信此次的焕新将为您们的下榻之旅增添更多的精彩。感谢每一位客人对北京柏悦酒店的信任与支持，我们期待与您开启下一段非凡专属的旅程。

#### **What is the scope of the upgrading project from Q3 2018?**

A: Following the completion of renovation works in The Ballroom on level three, and with the ongoing works in the suites, the hotel will commence works on upgrading the hotel lobby and The Lounge on Level 63 as well as The Boardrooms on Level 62, elevating our property to a higher state of contemporary elegance and luxury.

#### **2018 年第三季度的改造工程会覆盖哪些区域？**

A: 三层的宴会厅和部分的房间已改造完成，接下来，酒店将开始翻新 63 层的大堂酒廊区域和 62 层的董事会议厅，旨在打造更富有现代艺术感的优雅环境。

#### **When will the project begin and how long will it last?**

A: Works will begin July 22, 2018 and will expect to end in end of December, 2018.

#### **改造工程将于何时开始？持续多长时间？**

A: 改造工程将于 2018 年 7 月 22 日开始，将持续至 2018 年 12 月底。

**How will the project affect a visitor's experience in the hotel?**

A: The project has been thoughtfully planned so as to minimize any disruption to the guest experience. The construction will be limited to the immediate area which confines impact for visitors, and will be halted from noon to 2pm, and after 6pm on week days and full day on the weekend.

During this period, guests may be exposed to an upgrading environment upon arrival for check-in or to visit China Grill and China Bar, including noise during stipulated hours in the day. The Lounge will be temporarily relocated to Salon 1 and 2 function spaces on Level 61.

**改造工程对客人的入住体验会有影响吗？**

A: 此次的改造工程计划中，酒店将最大程度地减少对客人的影响，包括对改造的区域严格限制；同时，工作日的中午 12:00 点至下午 2:00 点和周六日的全天，将暂停装修。

装修期间，客人在抵达酒店，或是在北京亮餐厅和酒吧用餐时，也许会因改造工程所产生的噪音而感到烦扰。大堂酒廊将暂时转移至 61 层柏悦厅 1 和 2，为客人供应餐点。

**How will the project be handled to minimize a negative visual impact?**

A: As with all projects at the hotel, we ask contractors to maintain a certain level of conduct, to be courteous, and minimize any negative impact on the guest experience. Designed barriers will be in place where necessary.

**改造工程将如何在外观效果上降低施工造成的影响？**

A: 酒店将与工程合作商制定详细的改造计划，将对客人的影响降至最低，在特定的区域，会有按照比例设计的围栏效果图。

**What is being done to ensure safety for the guests?**

A: Appropriate barriers will be installed in the designated work area.

**改造工程中将如何确保客人的安全？**

A: 改造施工的区域会放置围栏和明显的双语标识，以确保客人安全。

**How will existing reservations be managed?**

A: Existing reservations will be guaranteed in confirmed view type or higher as per Hyatt's standards.

**改造过程中，酒店将如何处理客人的预订？**

A: 根据凯悦集团的标准，目前已确认的预订仍将按照客人的需求或是更优待遇予以安排。

**How has the guest experience in the hotel improved thus far?**

A: The 1,190-sqm Ballroom on level 3 was relaunched in November 2017 with a fresh and new interior design conceptualized by Singapore-based design studio LTW Designworks. Combining modernity, nature and technology, the ballroom elevates the ambience of any event with a sense of locality, providing even more memorable events and experiences.

The upgrading project on all 246 hotel guestrooms and suites is ongoing. Elevated guestrooms designed by the same design studio boast neutral color palettes and natural woods to create a relaxing and rejuvenating environment. All new rooms are equipped with an improved air purification system for cleaner air, enabling guests to enjoy a better “home away from home”.

**截至目前，改造完成后的项目对客人的体验有哪些方面的提升？**

A: 酒店于 2017 年 11 月完成了 3 层宴会厅（总面积 1,190 平方米）的升级改造，升级工程由新加坡设计事务所 LTW Designworks 操刀，从北京传统建筑——胡同里的四合院汲取灵感，增添了许多充满艺术品位的元素，将摩登与艺术巧妙结合，为宴会厅带来了与众不同的新鲜感。

酒店共有 246 间客房，改造项目已完成部分，并仍将继续进行。全新的客房设计从京城与生俱来的文化艺术底蕴中挖掘美学，升级后细节处设计与调整更能满足客人的需求，此次的改造包含 PM2.5 空气净化系统的更新，力求打造舒适无霾的“家外之家”。

### **Will the upgrading project impact the environment?**

A: Hyatt is in the business of caring for people so they can be their best. The company and hotel is committed to operate responsibly and with care for our communities. The hotel is elevating its recycling efforts by setting a recycling goal for renovation waste. In line with Hyatt 2020 Vision, the hotel also works closely with stakeholders to increase the focus on building more efficient, environmentally conscious hotels across the enterprise, leading to the achievement LEED certification in 2017.

### **改造工程对环境会造成影响吗？**

A: 凯悦酒店集团一直以来的信念是“关爱每一个人，让他们尽善尽美显真我”。凯悦酒店集团和北京柏悦酒店在致力于为宾客提供非凡的入住体验的同时，也积极置身于公益事业，在环境，教育等方面承担更多的社会责任。在过去的社会实践中，凯悦集团在环保项目中取得了成就，包括 2017 年获得“LEED 绿色能源与环境设计先锋奖证书”。**凯悦繁荣计划**作为集团的社会责任平台，明确地界定了我们的责任实践。在未来，我们仍将努力通过构建强大社区和推动可持续实践，来营造一个使人类繁荣发展的美好环境。

*NOTE: The above statements are made based on our knowledge of the scope of this project at the time of this writing. Delays or changes in the anticipated dates and times, or changes in decisions as represented above, due to weather, working conditions, transportation and other prevailing factors beyond our control, may occur.*

*注明：以上陈述为基于改造工程的目前情况的书面说明，过程中若是发生因天气，施工，交通等不可抗力因素而造成工程延期或是变化，敬请谅解。*