ANANTARA
THE PALM DUBAI
RESORT

Dear Valued Partner,

Thank you for your continued support of Anantara The Palm Dubai Resort and for your valued partnership.

Anantara The Palm Dubai Resort will commence a phased renovation programme in November 2026. The resort will remain open throughout, with selected accommodation and facilities temporarily unavailable. The enclosed schedule sets out the planned closures, reopening dates and guest arrangements.

The programme will refresh selected Beach Pool Villas, Over Water Villas, Lotus Rooms, the main lobby, The Lotus Lounge, the main pool and poolside areas, Anantara Spa and The Beach House, and introduce a new sea-facing ballroom. The resort's Thai-inspired character and beachfront setting will remain central to the design.

Planned enhancements include:

First phase – South side of the resort

- **One- and Two-Bedroom Beach Pool Villas** – The resort's beachfront villas will be renovated with refreshed interiors and an enhanced design while retaining their private pools, terraces and direct access to the beach.

- **Main Lobby** – The resort's lobby will be transformed to create an enhanced arrival experience with a refreshed interpretation of Anantara's Thai-inspired identity.

- **The Lotus Lounge** – The Lotus Lounge will be reimagined as an elevated social space overlooking the Arabian Gulf, providing a refreshed setting throughout the day and into the evening.

- **Main Pool, Pool Deck and Mai Bar** – The main pool and surrounding poolside area will undergo a comprehensive renovation, introducing a refreshed pool design, enhanced spaces for relaxation and socialising, and a new beachfront dining venue overlooking the Arabian Gulf.

- **New Ballroom** – A new sea-facing ballroom accommodating up to 200 guests will be introduced. With direct access from the main lobby, the venue will provide a refined setting for weddings, private celebrations and corporate events.

Second phase – North side of the resort

- **Over Water Villas** – The resort's 18 iconic Over Water Villas, the only accommodation of their kind in Dubai, will undergo a comprehensive renovation. Each villa will also be enhanced with a private pool on its outdoor deck, creating an elevated overwater experience overlooking the Arabian Gulf.

- **Lotus Rooms (Adults only)** – The rooms dedicated to the resort's adults-only experience will undergo a full renovation to further enhance the tranquil and private experience available to adult guests.

- **Anantara Spa** – Anantara Spa will undergo a comprehensive renovation, introducing refreshed interiors and enhanced treatment and wellness spaces. The transformation will further elevate the spa experience while retaining Anantara's distinctive approach to holistic wellbeing, with a refined environment designed for relaxation, rejuvenation and personalised treatments.

- **The Beach House** – The Beach House will undergo a complete transformation, with the existing venue making way for an entirely new dining concept. The new space will be purpose-designed to maximise its beachfront location, introducing a fresh architectural identity, enhanced indoor and outdoor areas, and a new culinary direction overlooking the Arabian Gulf.

The enhancements will be carried out in phases to help minimise the impact on the guest experience. The resort will remain open and operational throughout the enhancement programme.

Accommodation	Closure	Return to operation
Beach Pool Villas	In phases from 2 November 2026	In phases from 1 July 2027
Lotus Rooms (Adults only)	1 March 2027	1 October 2027
Over Water Villas	1 March 2027	1 December 2027

Accommodation availability

All other accommodation categories will remain operational throughout the programme:

- Premier Lagoon View Rooms
- Deluxe Lagoon View Rooms
- Premier Lagoon Access Rooms
- Deluxe Lagoon Access Rooms
- Deluxe Family Lagoon Access Rooms
- Beach Pool Villas (limited inventory)
- Standard Room Residences
- One-Bedroom Apartments
- Two-Bedroom Apartments

Rooms located near construction areas will not be available for sale. The remaining operational accommodation will continue to welcome guests, with access to the available resort facilities and dining venues outlined below.

Facility	Closure	Return to operation
Main swimming pool	9 November 2026	1 April 2027
Mai Bar	9 November 2026	1 May 2027
Main lobby	2 November 2026	1 May 2027
The Lotus Lounge	2 November 2026	1 May 2027
New Ballroom	2 November 2026	1 June 2027
Anantara Spa	1 June 2027	1 January 2028
The Beach House	1 April 2027	1 January 2028

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Dining arrangements

First phase
Available restaurants: Bushman's Restaurant & Bar, Mekong, Revo Café and The Beach House

- Bushman's Restaurant & Bar will be adjusted to serve buffet dining rather than its usual à la carte offering. Buffet breakfast and buffet dinner will be served here.
- À la carte breakfast and afternoon tea will be available at Revo Café.
- Half-board and full-board meals will be available at Bushman's Restaurant & Bar, Mekong, Revo Café and The Beach House.
- Shisha will be available at The Beach House until 31 March 2027.
- The New Year's Eve Gala Dinner on 31 December 2026 will be served at The Beach House.

Second phase
Available restaurants: Crescendo, Bushman's Restaurant & Bar, Mekong and Revo Café, The Lotus Lounge and Mai Bar

- Buffet breakfast and buffet dinner will be served at Crescendo.
- À la carte breakfast will remain available at Revo Café.
- Half-board and full-board meals will be available at Bushman's Restaurant & Bar, Crescendo, Mekong and Revo Café.
- Shisha will be available at Mai Bar.

Guest arrival
During the temporary closure of the main lobby from 2 November 2026 until its reopening on 1 May 2027, check-in and check-out will take place at a dedicated reception located in the Residences lobby.

The dedicated reception will provide arrival and departure services, with our team available to assist guests throughout their stay. Guest access routes will be adjusted where required during the works.

Pools & beach
- The resort's lagoon swimming pools will remain open 24 hours a day for all guests staying at the resort, regardless of accommodation category, offering plenty of space to swim and relax. Guests staying in Lagoon Access Rooms can also step directly from their private terrace into the lagoon.
- Our private beach will remain open, inviting guests to swim in the Arabian Gulf or unwind by the shore.

Other facilities
- The fitness centre, tennis, padel court and Tuk-Tuk Kids' Club will operate as usual.
- Once Anantara Spa closes on 1 June 2027, an alternative venue will be available for spa treatments. Details of the alternative venue and available treatments will be communicated before the closure.

Goodwill and alternative arrangements
For stays from November 2026 to March 2027 inclusive, guests booked on half board will receive an upgrade to full board, while guests booked on a breakfast meal plan will receive a double meal upgrade to full board, in line with the offer previously shared with our partners. This applies to stays of four nights or more in 2026 and six nights or more in 2027.
From April 2027 onwards, goodwill gestures, upgrades or alternative arrangements for affected guests will be considered on a case-by-case basis.

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Cancellation arrangements
For existing bookings with stays up to 1 April 2027, free cancellation will be available up to seven days prior to arrival.
For new bookings made from 2 November 2026 onwards, the cancellation policy will follow the terms of the applicable partner contract.

Guest Experience During the Enhancement Programme
The enhancements will be carried out in phases to minimise the impact on the guest experience. Renovation works will be contained within designated areas of the resort, with appropriate screening and adjusted access routes where required. Renovation activities will be restricted to daytime and early evening hours, between 8:00 am and 8:00 pm, with higher-impact works carefully managed to minimise disruption to guests.

Guests staying in accommodation categories that remain operational will continue to have access to their rooms and the available resort facilities outlined above. Rooms near construction areas will not be available for sale. During certain stages of the programme, some visual impact and construction noise may be experienced in areas located close to the works. From April 2027 onwards, the majority of works will be concentrated on the north side of the resort, further reducing the impact on the main guest areas.

We will communicate any material changes to the renovation schedule, facilities or guest arrangements to our partners in advance.

Anantara The Palm Dubai Resort remains committed to providing the warm, personalised hospitality and exceptional experiences our guests have come to expect throughout the enhancement period.

Dates are indicative and areas may return to operation earlier or later depending on the progress of the works.

We look forward to welcoming your guests and remain at your disposal should you require any further information.

Kind regards,

Michael Robinson
General Manager
Anantara The Palm Dubai Resort