

*Binh Thuan, November 29, 2024*

## ANNOUNCEMENT

Upon: upgrade of SERVICE QUALITY OF THE CLIFF RESORT & RESIDENCES

Dear valued partner

The Cliff resort & Residence would like to sincerely thank you for your support and cooperation so far. We wish to continuously accompany your company to further success!

Aiming to improve the service quality for meeting the increasingly diverse and abundant needs of mutual customers, and bringing the most satisfaction to clients and together affirming the BRAND, We would like to officially inform as follows:

The Cliff Resort & Residences will carry out Service Quality Upgrade activities included upgrading and embellishing room items, utilities and amenities within the resort's licensed scope from December 1<sup>st</sup>, 2024 to December 22<sup>nd</sup> 2024. These activities will not affect or completely interrupt the services we are providing to customers.

During the upgrade process, we take full responsibility for any impacts that may impact the accommodation of our mutual customers, and we commit to undertake the appropriate modern measures to minimize the impact and to ensure that customers will not suffer any damage according to our resort's operating regulations.

With this official announcement, we wish to demonstrate the spirit of cooperation, goodwill and development, ensuring transparent information in the process of providing services to customers through our partners.

We will not take any complaints if this information is not fully shared with our mutual customers for any reason that is not our fault.

We hope that during this process, other unaffected services will still be the top choice of the customers, continuing to receive your strong support for achieving the higher quality levels!

Thank you and sincerely yours!



Nguyễn Khánh Sơn

Nguyễn Khanh Son