

10 September 2026

Dear Business Partners,

Greetings from Melati Beach Resort & Spa, Koh Samui. First of all, we would like to take this opportunity to thank you for the continued support that you have extended to us over the years, and we look forward to a continued and mutually successful partnership.

We are delighted to share some exciting news: later this year we will be unveiling a brand-new lifestyle addition to our beachfront — “Moon Deck”, a stylish new lounge bar set right on our main swimming pool, moments from the sand. Once complete, “Moon Deck” will give our guests an entirely new lunch, sunset dining and cocktail experience alongside our existing swim-up bar and main restaurant, further elevating what we can offer your clients.

To bring “Moon Deck” to life, we will be carrying out refurbishment works beside the main pool. We want to be fully transparent with our trusted partners about the timing and how we are managing this, so that you can advise your clients with confidence.

Timeline

- 13 – 27 October 2026 (2 weeks): Initial works take place, during which there may be noise audible in the main pool area at times.
- 28 October – 30 November 2026: Works continue at a considerably reduced pace, with minimal noise.

The main swimming pool, along with all other hotel facilities, will remain fully open to guests throughout this period. To further protect the guest experience, we are installing a purpose-built partition between the pool area and the works, which will screen the construction from view and further reduce noise and dust. Our restaurant and swim-up bar on the opposite side of the pool will operate as normal throughout.

Our Apology and Compensation for Your Clients

We recognise that even carefully managed works are not what guests expect on a beach holiday and we would like to apologise in advance for any inconvenience during this period. As a gesture of our appreciation, all guests staying with us during this time will be offered the following:

Option I

- A complimentary daily lunch buffet for all in-house guests.

Option II

- For bookings on Full Board or All-Inclusive packages: a Resort Credit of THB 1,000 net per day to use across the resort.

Option III

- Guests will have the option to change their bookings to our sister property Chaweng Regent Beach Resort during the aforementioned period, where they will be offered a next higher room category with subject to room availability.

In addition, to give guests more flexibility to explore beyond the resort during this period, we are adding a third complimentary shuttle to Chaweng at 11:00 AM, alongside our existing daily shuttles at 1:00 PM and 4:00 PM.

We are genuinely excited for you and your clients to experience “Moon Deck” once it opens and we are confident this investment will add real value to the Melati Beach experience for years to come. Thank you as always for your continued partnership and trust.

Should you have any further queries, please do not hesitate to contact us at dos@melatiresort.com, rm@melatiresort.com or gm@melatiresort.com.

We sincerely thank you very much for your kind understanding and support.

Warmest regards,

The Management Team

Melati Beach Resort & Spa, Koh Samui

