

Renovation Q&A

Dear Members,

Please find below a Q&A with more detailed information regarding the renovation.

Thank you all again for your continued interest and support while we undertake these improvements.

Rosewood Tucker's Point 2018 Renovation

Members/Homeowners Q&A

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GENERAL

1. When will the renovations take place?

The resort will close on January 2nd, 2018, for approximately 3 months. The renovation will be staggered and, while the resort will reopen before, the renovation is expected to be fully completed by mid-May. The renovation delivery timeline is outlined below for reference:

- Guestrooms, meeting and event spaces, The Point, Tucker's Bar, Sense, A Rosewood Spa®, the fitness centre and the resort's pools will close on January 2nd. The first rooms, together with The Point restaurant, Tucker's Bar, the spa and the meeting space, will reopen late March. All rooms will be back in inventory by the end of April.

The Beach Club, Beach Club pools, beach and Sur Mer will close on November 19th. These areas will reopen fully renovated on March 1, 2018.

- The Golf Clubhouse, Sul Verde and the Grille Room will close on March 1, 2018. These spaces will reopen full renovated on May 1, 2018.

2. What will be open during the renovation?

During the renovation, we will offer our valued homeowners and members full use of the golf and tennis court facilities. Additionally, a relocated spa and fitness center will be available throughout the renovation at the Golf Clubhouse. Sul Verde and The Grille Room will also remain open for breakfast, lunch and dinner through March 1, 2018 when Sur Mer reopens.

The culinary outlets will be renovated at different times. As such, please see below for a full schedule of their availability:

- From January 2nd to March 1st, 2018, **Sul Verde** will be open for breakfast, lunch and dinner.
- On March 1, 2018, Sul Verde will close, and **Sur Mer** will re-open for breakfast, lunch and dinner.
- Beginning March 19th, the former Point Restaurant and Tucker's Bar will reopen as the new **Island Brasserie** and **Rum Bar**. The Island Brasserie will be open for breakfast, lunch and dinner.

Spa and Fitness:

- During the renovation, members will be able to enjoy our health and wellness offerings at the relocated spa and fitness centre situated in the Golf Clubhouse. Here members can enjoy a selection of our signature massages, manicures and pedicures as well as a specially-designed menu of fitness offerings.
 - To book a spa treatment, please call 441-298-4030.

Pools and Beach

- During the renovation, members and homeowners will be able to enjoy Harbour Beach at the Water Sports Centre which will feature non-motorized watersports equipment, lounge chairs and amenities such as towels.

3. What exactly will be renovated across the resort? What will be added or changed?

The renovation will be a \$25 million re-imagining that will elevate every aspect of the award-winning property. The restoration will include the complete redesign of the Beach Club, Golf Clubhouse and Sense®, A Rosewood Spa and resort guestrooms, as well as new and elevated food and beverage outlets and concepts. Upon reopening in 2018, the landmark property will debut as Rosewood Bermuda.

The renowned Beach Club will become the ultimate destination for sun soaked relaxation, boasting a renovated bar and restaurant, new luxury cabanas, additional beach chairs and umbrellas and enhanced services and amenities. The re-imagined Sur Mer will feature fresh, locally-sourced seafood in a stunning ocean-front setting.

Our world-class golf experience will be elevated with the introduction of new state-of-the-art amenities including 44 brand-new golf carts, new course maintenance equipment and a renovated golf course featuring enhanced course aesthetics. The new Golf Clubhouse will boast updated décor, a brand-new bar and a re-conceptualized restaurant that will bring the traditional spirit of Campania, Italy to Bermuda with a warm and elegant design aesthetic and authentic Southern Italian menu.

The brand-new Conservatory Bar and atrium courtyard will serve as the perfect retreat for owners and guests to relax and enjoy coffee, afternoon tea or British-inspired craft cocktails. In addition to the new bar and atrium, the lobby will feature enhanced retail offerings. Expanded meeting space will be available on the second floor.

To further enhance Rosewood Bermuda's health and wellness offerings, the property will introduce a modernized Sense, A Rosewood Spa® and new fitness centre featuring state-of-the-art Technogym equipment. New fitness programs and spa treatments will also be unveiled, which will seamlessly integrate

4. Will updates of the renovation be provided? Where, how often?

To ensure that our members are kept up-to-date on the progress of the renovation, we will be providing frequent updates in the member's newsletter.

5. Who is overseeing the renovation?

John Hardy Group, a project management company based in Sandy Springs, Georgia will oversee the renovation.

6. Are you working with an architect or designer?

Dawson Design Associates will lead the renovation and new design for the guestrooms and suites, lobby, new Conservatory Bar and atrium, meeting spaces, and the Harbour Court residences.

London-based designer Alexander Waterworth Interior Ltd. has been selected to re-imagine The Point restaurant and bar, which will become the Island Brasserie and Rum Bar, as well as the Beach Club and Golf Clubhouse.

7. How much will the renovation cost?

TP Holdco, the new owner of Rosewood Tucker's Point Hotel and Resort, is investing approximately \$25 million to transform the property.

8. Can I tour the new hotel rooms once the renovations are complete?

Absolutely. We are delighted to host members and homeowners on tours beginning March 31, 2018. Please contact the membership coordinator at tuckerspoint.membership@rosewoodhotels.com to arrange a tour.

9. Why is Rosewood Tucker's Point being renovated?

TP Holdco the new owners of Rosewood Tucker's Point Hotel and Resort, is bringing a much-needed investment and reinvigorated vision to the property and resort, which is now more than a decade old. They have committed more than US \$25 million for capital improvements that will elevate every aspect of the resort, Tucker's Point Club facilities, and most importantly, your experience as a homeowner. The goal of the renovation is to restore exclusivity, improve and redefine the Tucker's Point experience, and reaffirm the property as the very best in Bermuda.

10. Why is it necessary to close the resort during the renovation?

Due to the extent of the work that will be carried out, the high standards and service levels would be compromised. The building work would create too much of a disturbance to our members and guests and it would damage the reputation that we enjoy as a peaceful and relaxing resort. By closing the resort, we are also able to complete the work in a much shorter time than if we were doing the work in small sections while still trying to operate the resort.

11. Why are you changing the name to Rosewood Bermuda?

As Bermuda reaffirms its status as a favored island destination among elite international travelers, we decided to change the property's name to Rosewood Bermuda to draw attention to the location and highlight the overall renovation.

12. Will there be more parking provided at the hotel?

During the renovation, we will provide ample parking options. For parking overflow the corporate office parking lot will be available for member use.

13. Are you getting a second shuttle?

At this time, we are working on a revised transportation plan that will ensure our members can get around with ease, and in turn, have more time to enjoy the property's renowned facilities. The transportation plan will be launched after the renovation. We look forward to sharing further details with you at that time.

DINING OUTLETS

1. What renovations are being done at the restaurants?

The property's four culinary venues will be re-conceptualized to provide modern and elevated dining experiences that celebrate locally-sourced ingredients and Bermudian inspired cuisine. New dining experiences will include:

- The resort's signature restaurant will reopen as the **Island Brasserie**, which will introduce guests to local Bermudian cuisine through traditional dishes that combine the island's rich culinary traditions with new world flavors. This warm, colonial-inspired space will serve elevated island comfort food and feature a rum bar dedicated to teaching guests about the history of the island's beloved spirit.
- The all-new **Conservatory Bar and Lounge** will be a dynamic gathering space where guests and locals will enjoy hand-crafted British gin cocktails and spirits enhanced by fresh herbs, house made infusions and the latest mixology techniques. Local art, hand painted tiles and contemporary furniture, will make the Conservatory Bar and Lounge the heart of the hotel – perfect for coffee, afternoon tea or cocktails.
- **Sur Mer**, the breathtaking restaurant located at the Beach Club, will be re-imagined providing an immersive dining experience inspired by the vibrant fish markets of Bermuda. A neutral color palate and natural finishes allow the restaurant to seamlessly blend in with the stunning pink sand beach. With two bars serving refreshing, island-inspired cocktails and a menu of fresh, expertly-prepared seafood dishes, this oceanfront restaurant will be the ultimate destination for understated coastal dining.
- Surrounded by the serenity of the fairway, the Golf Clubhouse restaurant, **Sul Verde**, will invite guests to enjoy elevated, traditional southern Italian cuisine in a rustic yet upscale setting. Boasting an authentic menu featuring the highest-quality Italian ingredients and a warm, convivial atmosphere, Sul Verde is reminiscent of an authentic family dinner in the heart of Italy.

2. What restaurant options will I have during the renovation?

Sul Verde and The Grill Room will remain open for breakfast, lunch and dinner until March 1, 2018 when Sur Mer at the Beach Club will open for breakfast, lunch and dinner. On March 19th, the resort's signature restaurant will reopen as the Island Brasserie, which will be a vibrant and informal space where homeowners and guests will delight in the multifaceted culinary traditions of Bermuda. Featuring elevated island comfort food cooked with a contemporary approach, the restaurant will be complemented by a new rum bar dedicated to teaching guests about the history of the island's beloved spirit. This restaurant will be open for breakfast, lunch and dinner.

3. Do I need to make reservations for breakfast, lunch and dinner?

Reservations are not required during the renovations, however, in order to ensure a seamless dining experience, we do suggest them for lunch and dinner.

GOLF COURSE and GOLF PRO SHOP

1. What renovations will take place at the Golf Clubhouse and golf course?

Following the renovation work, we will be focused on improving our golfing facilities. We have already taken delivery of brand new course maintenance equipment, which was an absolute priority. This will have an immediate impact on the general course aesthetics and turf quality from tee to green. Members will also be pleased to hear that we will shortly be taking delivery of 44 brand-new golf carts. Over the next few months our agronomy team will be working on improving the quality of tee boxes, bunkers and greens in addition to improving our driving range and practice facilities.

The new Golf Clubhouse will boast updated décor, a brand-new bar and a redesigned restaurant. Surrounded by the serenity of the fairways, Sul Verde, the Golf Clubhouse restaurant, will bring the rustic warmth and traditional spirit of the southern Italian region of Campania to Bermuda.

2. Will the golf course and the pro shop be open during the renovation?

Yes, the golf course and pro shop will remain open during the renovation.

3. Are you getting new golf carts for the course?

We are thrilled to share that we will be getting new golf carts to enhance the overall golf experience. The production of 44 brand-new golf carts will begin November 27, 2017, and we expect them to be available for use on-property in early January 2018^[LF2] .

TENNIS CENTRE

1. Are you planning to do any renovations at the tennis centre?

The tennis centre will be refreshed, but it will not undergo an extensive renovation. However, to make tennis a truly memorable experience, we are in negotiation with a world-class tennis operator to build a tennis program that will make play even more dynamic and enjoyable.

2. Will the tennis centre be open during the renovation?

Yes, the tennis centre will remain open during the renovation.

BEACH CLUB

1. Will the Beach Club be open during the renovation?

No, the Beach Club will be closed during the winter months, as it is every year. During this time, the Beach Club will undergo necessary improvements that will significantly elevate the experience to meet the needs and standards that our owners and members have come to expect of our renowned property. Owners and members may use Harbour Beach at the Water Sports Centre during the months of January, February and March.

2. What renovations are being done at the Beach Club?

The Beach Club is being revitalized and will soon reclaim its position as the ultimate member hideaway. Updates will include an upgraded beach bar, new umbrellas, pool and beach furniture, and expanded luxury services and amenities. Sur Mer will metamorphose into an immersive dining experience inspired by the vibrant fish markets of Bermuda. The restaurant will offer the finest seafood in a casual, yet elegant ocean-front setting. With two bars serving refreshing, hand-crafted cocktails and a menu of fresh, expertly-prepared seafood dishes, this oceanfront restaurant will be the ultimate destination for members to enjoy understated coastal dining.

3. Will there be swimming lessons available in 2018?

Yes, swimming lessons will still be available in 2018. We will share more details on swimming lessons closer to the reopening.

4. Will you be improving the beach and pool service at the Beach Club?

During the closure, our associates will undergo additional training. Service protocols will also be elevated and expanded to provide an unparalleled guest experience that is even more intuitive when we reopen.

SENSE SPA

1. Will the spa remain open?

Sense, A Rosewood Spa will be close, but we will offer a selection of signature massages, manicures and pedicures at the Golf Clubhouse throughout the renovation. During this time, the spa will undergo a full refresh which will debut with a menu of new and luxurious spa and wellness offerings. To book a spa treatment during the renovation, please call 441-298-4030.

2. What improvements will be made to the spa?

To further enhance Rosewood Bermuda's health and wellness offerings, the property will introduce a modernized Sense, A Rosewood Spa®, featuring a tranquil, locally-inspired design aesthetic that harnesses the healing powers of the stunning Bermudian landscape. To complement the renovations, Rosewood Bermuda will unveil a variety of new wellness programs and spa treatments that seamlessly integrate the essence of the island into the health and wellness experience.

3. Will Bersalon be relocated as well?

Unfortunately, we will not be relocating Bersalon during the renovation. At this time, other Bersalon locations will honor the 10% member discount, simply provide your membership card.

4. Will there be a discount on the spa treatments?

Members will receive the usual 20% discount on spa treatments during the renovation.

FITNESS CENTRE

1. Will the gym remain open?

During the renovation, we will offer an alternative fitness centre in the Golf Clubhouse which will include state-of-the-art equipment and a special menu of fitness classes. Fitness hours will be from 7am-10pm.

2. What renovations are being done at the gym?

Upon reopening, the newly enhanced fitness centre will feature updated flooring, refreshed décor and new state-of-the-art equipment. The new fitness centre will also offer innovative new fitness and wellness programming both inside and outside the gym. Our outdoor programs will utilize the breathtaking Bermudian landscape to help members achieve their health and wellness goals.

3. Will there be a key system implemented after the renovations?

Yes, the interior door from the locker room to the fitness room will have key card access.

4. Will there be a new bathroom for guests at the pool?

The current fitness bathrooms will continue to be available to pool guests.

5. I'm not a full member but I am a golf member. Can I use the temporary gym?

Yes, during the renovation golf members may use the temporary gym.

6. Will gym equipment remain at the Golf Clubhouse after the renovations are complete?

If members feel that there is value in having a second gym at the Golf Clubhouse, we are more than happy to consider keeping equipment there. Please feel free to share your thoughts and feedback with tuckerspoint.membership@rosewoodhotels.com.

HARBOUR BEACH

1. What beach options will be available?

During the renovation, Harbour Beach at the Water Sports Centre will be open for owners to enjoy. Here, towels, beach chairs and non-motorized watersports equipment will be offered.

2. Will children have access to Harbour Beach?

Yes, children will have access to the beach with adult supervision. Unfortunately, children's birthday parties will not be available at the beach during this time.

3. Can I bring my own picnic basket to the beach?

Yes, absolutely.

4. Will there be a fee to use the Harbour Beach?

No, there will not be a fee to use Harbour Beach during the renovation.

5. Can I bring guests to Harbour Beach?

To ensure our members are comfortably accommodated, guests will not be allowed at Harbour Beach during

the renovation.

KIDS CAMPS AND BABYSITTING

1. Will any of the babysitters be available during the renovation?

Yes, for your convenience, babysitting services will remain available during the renovation. To book babysitting services, please contact Doris at doris.wade@rosewoodhotels.com.

2. Will the kid's camps be available during the mid-term break?

Yes, to accommodate our younger members we will offer tennis, golf and the Rosewood Explorers Camp as usual.

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BILLING

1. Will I be able to contact the accounts department during this time?

During the renovation, the accounts department will be open Monday-Friday from 9am-5pm. Please call 441-298-4067 with any inquiries.

2. Can I pay my bill at the golf pro shop?

Yes, account payments can be processed at the golf pro shop during the renovation.

3. Can I resign in December and rejoin when the hotel reopens?

If you resign in December and wish to rejoin in the New Year, you will be able to rejoin as of July 1st, 2018. Please note, the initiation fee will apply for all new memberships as of April 1st, 2018.

4. Can I upgrade my membership?

Yes, you can upgrade your membership at any time based on availability.

5. Can I change categories during the renovation then change back?

No, it is not possible to change categories during the renovation.

6. Will my annual billings be prorated during the renovation?

No, annual billings will not be prorated during the renovation.

GUESTS

1. Will weekly house guest passes be available during this time?

We want to ensure our members are comfortably accommodated and as services and facilities will be more limited during the renovation, we will not be offering weekly house guest passes. We apologize for the inconvenience and look forward to welcoming your guests back to our re-imagined property in March 2018.

2. Can I bring guests to the restaurant during the renovation?

Yes, we are delighted to host guests at the restaurant during the renovation.

3. Will guests be able to go to the Harbour Court and Golf Villas' pool/beach during the renovation?

Unfortunately, member guest access will not be available at the Harbour Court and Golf Villas' pool and beach during the resort's closure. We apologize for the inconvenience and look forward to welcoming your guests back to these areas in March 2018.

If you have any questions that are not on the FAQ sheet, please contact tuckerspoint.membership@rosewoodhotels.com
