

Dear Valued Partners,

We are pleased to share the latest updates on the ongoing transformation of Rixos Al Mairid Ras Al Khaimah as we continue to enhance our facilities and introduce new experiences for our guests.

The refurbishment of our Main Building guest rooms and suites is scheduled for completion by 30 November 2026, with the newly enhanced accommodation expected to welcome guests from December.

Throughout this period, the resort remains open and continues to welcome guests in our **villa collection**. Our enhanced lobby and reception, restaurants, bars, swimming pools and leisure facilities remain available, offering guests an enjoyable **Ultra All-Inclusive stay**.

Guests can continue to enjoy a wide selection of dining and leisure experiences, including:

- **Turquoise** All-Day Dining Restaurant serving breakfast, lunch and dinner daily, along with Saturday Brunch and themed dinner nights featuring Asian, Seafood, Turkish and Western International cuisines.
- **L'Olivo** Italian Restaurant and **Toro Loco** Steakhouse welcoming guests for à la carte dinner. Our signature Orient Restaurant is scheduled to reopen in December.
- Our **selection of bars** offering beverages throughout the day and evening.
- **SOL Bar and Pool** open until 10 pm for extended evening relaxation.
- **Daytime snacks** available at Toro Loco Steakhouse, complemented by **poolside pass-around snack service**.
- **Six swimming pools** remain available, including our signature main Saltwater Pool. Our Family Pool is currently undergoing enhancements, while other family-friendly swimming pools remain open for guests to enjoy.
- **X Lounge** will be open seven days a week starting 1 October 2026, featuring live band evening entertainment.

We are delighted to announce that Rixy Kids Club has moved to a new location from 18 September 2026 on the 1st floor of the Main Building, in the right wing. Our younger guests can continue to enjoy their favourite games, creative activities and daily entertainment in a welcoming and supervised environment, supported by our dedicated Rixy Kids Club team.

Looking ahead, we are creating an entirely new Rixy Kids Club experience, designed to become **the largest and most technologically advanced** Rixy Kids Club within Rixos hotels in the UAE. Scheduled for completion in February 2027, this new facility will introduce an innovative concept, exciting activities and thoughtfully designed spaces for our younger guests.

These enhancements reflect our continued investment in the resort and our commitment to delivering an exceptional guest experience. While the improvement works are underway, some surrounding areas may be temporarily affected. Our team is taking measures to minimise any potential inconvenience and ensure that guests continue to enjoy the resort's extensive range of available facilities and services.

We kindly ask you to share these updates with your respective teams and ensure that guests are informed of the ongoing enhancements and available facilities prior to their arrival. Please note that operating hours and the availability of individual facilities may be adjusted in response to operational requirements and the progress of enhancement works. The resort reserves the right to make such changes when necessary.

We sincerely appreciate your continued trust, understanding and partnership as we prepare to introduce the next chapter of Rixos Al Mairid Ras Al Khaimah.

Ismail Alcay
General Manager

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