

JUMEIRAH

ZABEEL SARAY

What kind of works are taking place?	The refurbishment focuses exclusively on the guest rooms located in the East Wing of the resort. These works are part of a soft renovation programme. No public or structural areas are included in the current scope of work.
What period of time is affected?	The project is scheduled to commence on 30th July 2025 and is expected to continue over a period of approximately 18 months, progressing in carefully managed phases. Not all areas will be impacted at the same time.
What times will the works take place?	Work is expected to take place daily from 10:00 AM to 6:00 PM, limited to standard daytime hours. No work is planned outside of this window.
Will there be noise or visual disturbance?	Some minor noise may be audible during working hours. However, every effort will be made to minimise disturbance, including: <ul style="list-style-type: none">• Allocating guest rooms away from active work areas.• Using sound-buffering measures and discreet visual screening in affected zones. No significant disruption is anticipated based on the current plan.
Will heavy machinery be used?	No heavy industrial or external construction equipment is expected. Only standard refurbishment tools will be used within the designated guest room areas.
Will guest rooms be impacted?	Yes, but only guest rooms in the East Wing will be included in the refurbishment. These rooms will be blocked and not accessible to guests. The West Wing is not part of the refurbishment plan and will remain available for bookings.
Is compensation being offered?	There is no pre-set compensation policy in place. However, we are committed to guest satisfaction and will address any concerns on a case-by-case basis, offering flexible solutions when appropriate.
Is a relocation being offered?	Relocations to other properties are not offered by default. However, in specific cases and subject to availability and rate alignment across Jumeirah properties, alternative arrangements may be considered.
Will there be any facility closures?	At this stage, no facility closures are anticipated. All guest areas including restaurants, Talise Ottoman Spa, pool, beach, and kids club are expected to remain fully operational throughout the refurbishment period.

