

From: GARCELON David <David.Garcelon@rimrockresort.com>

Sent: August 1, 2025 16:56

To: virtue.richard@gmail.com

Subject: FW: Thank You!

Good afternoon, Mr. Virtue, thank you for your reply.

I'd like to share a few important updates regarding your planned visit, as we'll be undergoing a full-property renovation this winter. Every guest room, all restaurants, public areas including the lobby, and the building exterior will be fully transformed.

As part of this update, Eden will no longer be in operation. In its place, we'll be opening a new restaurant on Level Six (formerly Primrose), which will offer excellent food, wine, and service in a more relaxed and contemporary setting. While it won't be as formal or refined as Eden, I'd be delighted to make a dinner reservation for you there.

Our pool area will be completely renovated and expanded to include an outdoor pool. However, please note that the outdoor portion is unlikely to be completed by your July dates. Additionally, while we will no longer offer a full-service spa, we will have several sauna and meditation rooms for guest use along with pools and hot tub. If you're interested in treatments, we'd be happy to arrange services for you at our sister property, Fairmont Banff Springs, including transportation.

Balcony rooms will still be available, though unfortunately we won't have any with two beds. I can, however, offer an upgrade to a Deluxe Room with two beds at a rate of \$999 per night during your requested dates. If that option works for you, I'll gladly reserve it and send over the confirmation details. Of course we will be happy to find a suitable area for you to smoke as well.

Please don't hesitate to reach out with any questions or requests.

Wishing you a wonderful weekend, Mr. Virtue.

Warm regards,

David

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David Garcelon

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From: virtue.richard@gmail.com <virtue.richard@gmail.com>
Sent: July 31, 2025 10:27 AM
To: GARCELON David <david.garcelon@rimrockresort.com>
Cc: John.mccoll2323@gmail.com; andymccoll32@gmail.com
Subject: RE: Thank You!

Dear David,

As promised, this is further to my earlier reply to your very kind offer of assistance with reservations for next summer.

Having discussed various options with my young travel companion, we are agreed that spending a week at the Rimrock Resort would be our very strong preference. We would require deluxe accommodations with two full-sized beds for the week of Monday July 13th to Monday July 20th, 2026. Accommodations with a balcony would be preferred, but I see no balcony rooms (only suites) currently offered on the resort's reservations web site for those dates. As already mentioned, I would also need to be assured of access to a smoking area with seating and some reasonable shelter from inclement weather, if only a large umbrella. We would also hope very much that the pool and spa will remain open and that the Eden Room will be available for at least one meal during our stay.

If those minimal conditions can be met, we would "take our chances" on any other minor disruptions that might occur due to continuing renovations. Please advise at your earliest convenience whether reservations can be made available to us under those conditions and, if so, what is required of us to secure them. If, on the other hand, that is not possible, your early advice would also be very much appreciated so that we can pursue possibilities elsewhere in good conscience.

With thanks,
Richard