

22 November 2023



Dear valued customer,

We refer to your booking with us and sincerely thank you for your support.

In light of recent developments, we would like to provide you with an update regarding the Government's directives restricting the operations of Layang Layang Island Resort ('LLIR') and the entry of tourists to Pulau Layang Layang ('the Island') from 2020 to 2021 and 2022 to the present:

Between 2020 to 2021

Effective 18 March 2020, the Government of Malaysia ('the Government') declared a Movement Control Order ('MCO') mandating the closure of tourism industry, domestic movement and international travel to curb the spread of Covid-19. Consequently, we were forced to close our business operations on the Island until December 2021 pending further direction from the Government. Consequent thereto, all bookings or placements made during the pandemic periods from 2020 to 2021 had to be deferred to a later date.

Between 2022 to 2023

- In spite of LLIR being ready to re-open and host the booking(s) that you have placed with us, the Government, through its National Security Council, on 3 March 2022, issued a directive prohibiting us from resuming our business operations on the Island until 8 May 2022 due to repair, maintenance and infrastructure works to be carried out by the Government ('**maintenance and infrastructure works**').

- The Government issued a further directive on 15 March 2022 prohibiting us from resuming our business operations on the Island throughout 2022. The restrictions were unreasonably extended from 8 May 2022 to the end of 2022.
- On 19 January 2023, the Government issued yet another directive directing us to remain closed until June 2023 when the maintenance and infrastructure works being carried out were expected to be completed.
- The restrictions imposed by governmental acts were completely beyond our control through no fault of ours.
- Notwithstanding that, the Government requested us to inform LLIR's customers that the maintenance and infrastructure works would be completed in June 2023 of which the same information was relayed to LLIR's customers, including the agents and intermediaries, who have placed their bookings with LLIR.
- Since then we have proffered numerous appeals to the Government, requesting the operation of LLIR to be resumed on the Island as part of our efforts to honour your booking with LLIR.
- In fact, in early 2019, we had submitted an application to the Government seeking an extension of the concession period from 1 February 2023 to 31 January 2033, in adherence to the customary practice established between us and the Government over the past twenty (20) years of operating LLIR, during which the concessions were consistently renewed without any failure.
- Despite our best efforts, we have not received a concrete reply from the Government.

Throughout the period, the Government assured us that our application was under review and gave no indication nor prior notice of any intention on its part not to renew our concession. By a letter dated 19 January 2023, the Government had even directed us to relay the information that the maintenance and infrastructure works would be completed in June 2023.

We have not given up since then and have continued to engage the Government to follow up on the concession renewal application. However, to be fair to you, who have displayed such understanding and patience, we regret to inform you that our efforts would likely be in futility as the Government has commenced in establishing a public-private partnership by requesting for proposals through public invitation. As a result, we have lost our right to operate our business on the island.

This unfortunate turn of events came as a great shock to us, as we had received no indication whatsoever from the Government that they did not intend to renew our concession beyond 31 January 2023.

In these circumstances, we have no choice but to inform you that we are unable to honour the booking you have placed with us, despite the earlier indication from the Government that our business operations would resume after June 2023. To date, the maintenance and infrastructure works remain incomplete as of today and we are still forced to remain closed.

In accordance with our No Refund Policy, which you have agreed to before making a booking with us, all payments made for bookings are non-refundable. We deeply regret the circumstances that have led to this situation, which is through no fault of ours, and we understand the inconvenience this may cause.

We have also suffered immeasurable losses and damages arising from these unfortunate events.

We sincerely appreciate your understanding.

Yours faithfully,

**From The Management of
Layang Layang Island Resort Sdn Bhd**