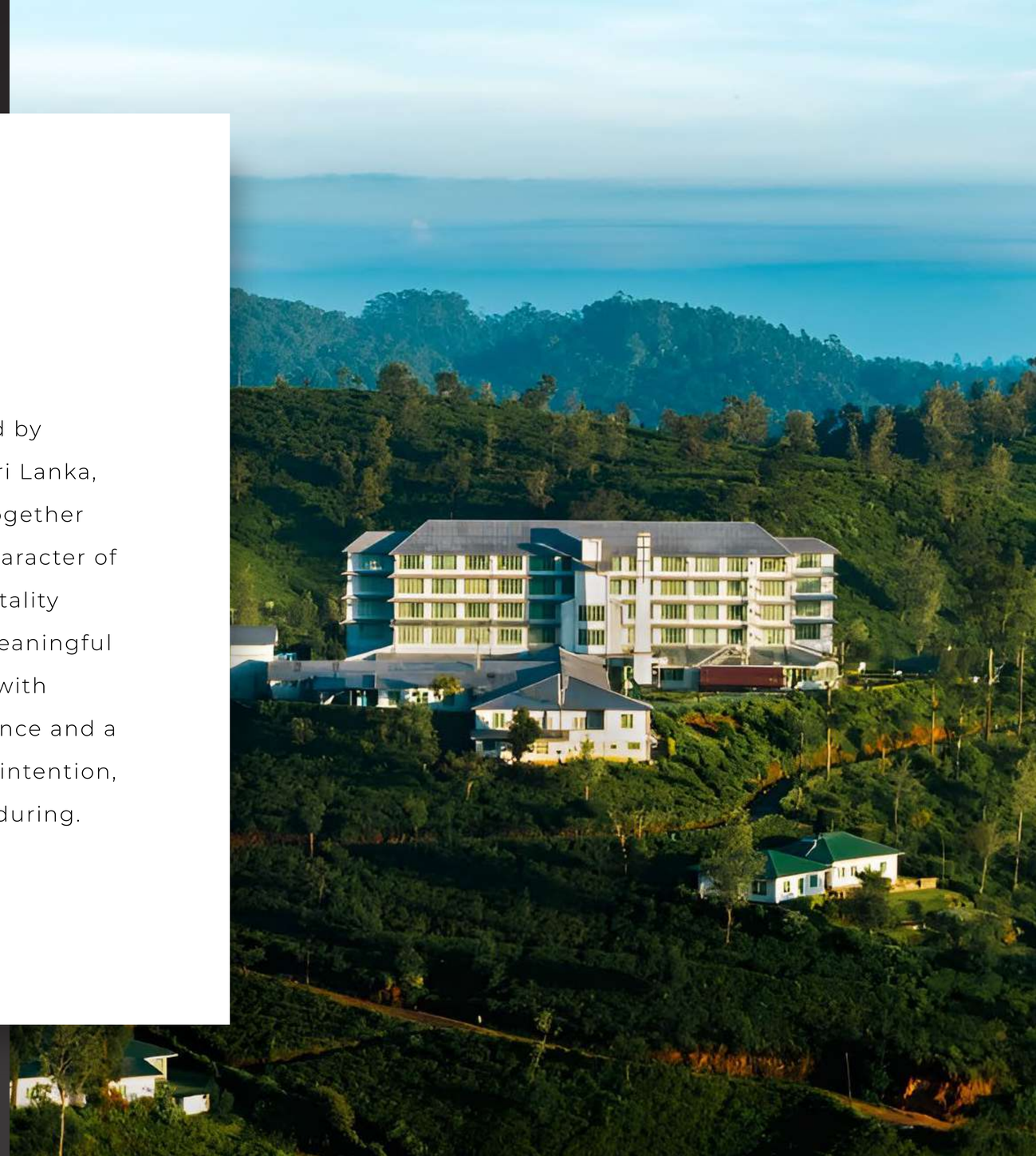
Aitken Spence® Hotels

A HOSPITALITY PARTNER BUILT FOR LONG-TERM VALUE

WHO WE ARE

Aitken Spence Hotels is a hospitality company shaped by purpose, place, and people. With a presence across Sri Lanka, the Maldives, India, and Oman, our portfolio brings together distinctive brands and experiences that reflect the character of each destination we call home. We believe true hospitality goes beyond accommodation—it is about creating meaningful connections, respecting local culture, and operating with responsibility and care. Guided by decades of experience and a forward-looking mindset, we continue to evolve with intention, crafting stays that feel considered, authentic, and enduring.



50 YEARS

of dedicated hospitality management

INTEGRATED OPERATIONAL SUPPORT

Streamlined services covering HR, operations, financial governance.

USD 163 MILLION

Annual turnover

16

Hotels & Resorts

SUSTAINABILITY

A cornerstone of Aitken Spence's Operational Philosophy

2 DEDICATED HOTEL SCHOOLS

Creating a readily available hospitality talent pipeline.

5,200+

beds across 4 countries

2,900+

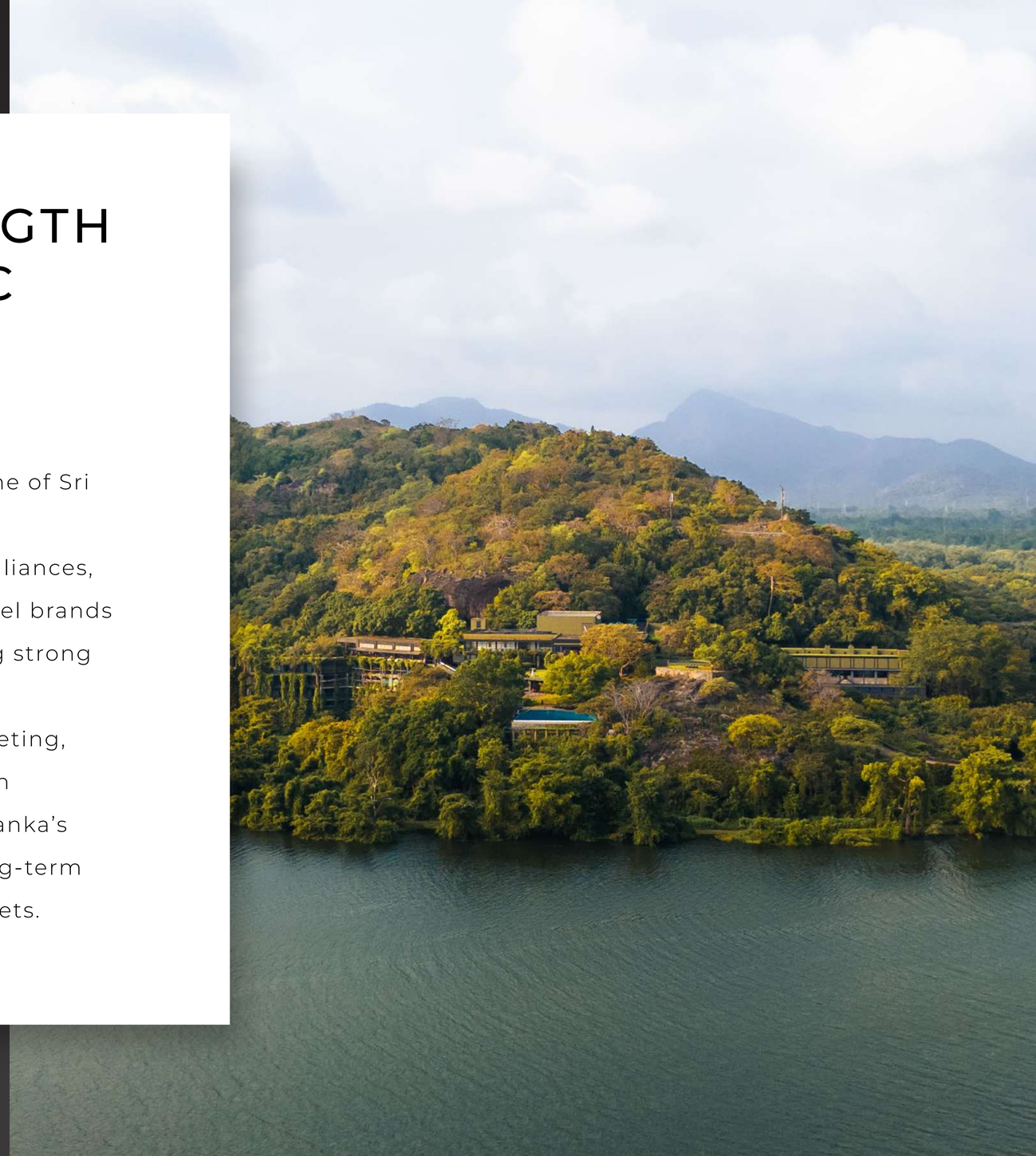
hospitality professionals

BACKED BY THE STRENGTH OF AITKEN SPENCE PLC *(EST. 1868)*

Aitken Spence Hotels is part of Aitken Spence PLC, one of Sri Lanka's most respected conglomerates.

Our global reach is strengthened through strategic alliances, including partnerships with leading international hotel brands and a wide network of global tour operators, enabling strong market access and seamless guest acquisition.

Supported by robust group-wide capabilities in marketing, operations, human resources, finance, and destination management—including Aitken Spence Travels, Sri Lanka's largest DMC—we offer owners stability, scale, and long-term value through professionally managed hospitality assets.



OUR PORTFOLIO

Our portfolio spans a diverse collection of hotels and resorts across Sri Lanka, the Maldives, India, and Oman, each shaped by its destination and purpose. From iconic properties set within UNESCO-listed landscapes to island resorts defined by space and seclusion, and resort and coastal hotels designed for modern travel, every hotel carries its own character while sharing a common commitment to thoughtful hospitality, quality, and care.

OUR BRANDS

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HERITANCE
HOTELS &
RESORTS

OUR FLAGSHIP BRAND

ADAARAN
MALDIVES

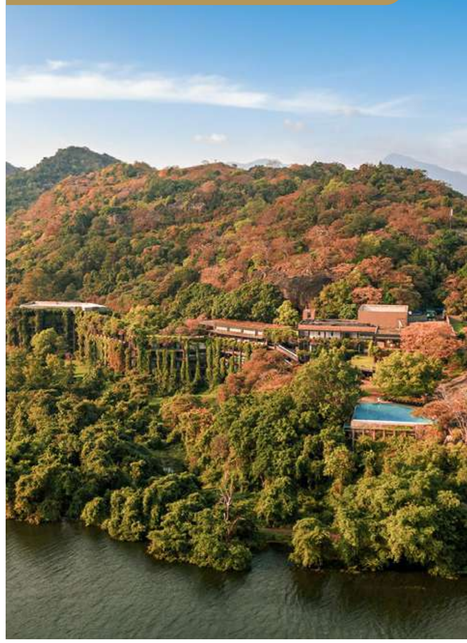
OUR PROPERTIES

HERITANCE TEA FACTORY

HERITANCE AYURVEDA

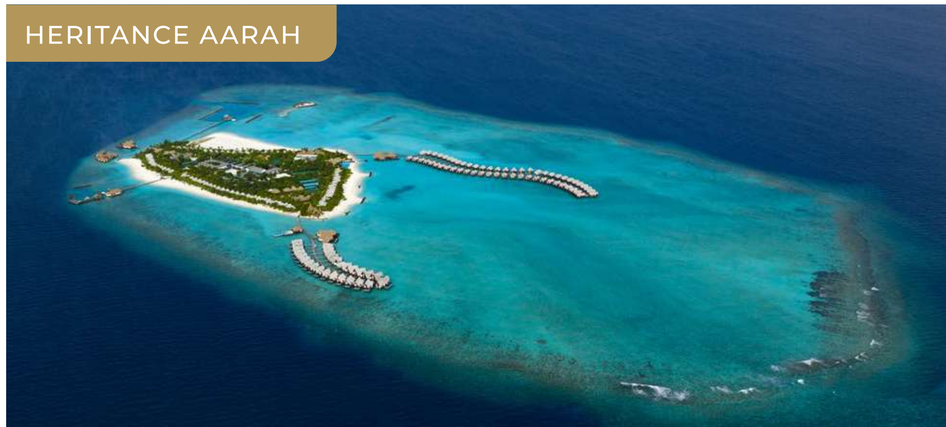
HERITANCE AHUNGALLA

HERITANCE KANDALAMA



SENTIDO HERITANCE NEGOMBO

HERITANCE AARAH



Aitken Spence Hotels

Sri Lanka

Aitken Spence Hotels

Maldives

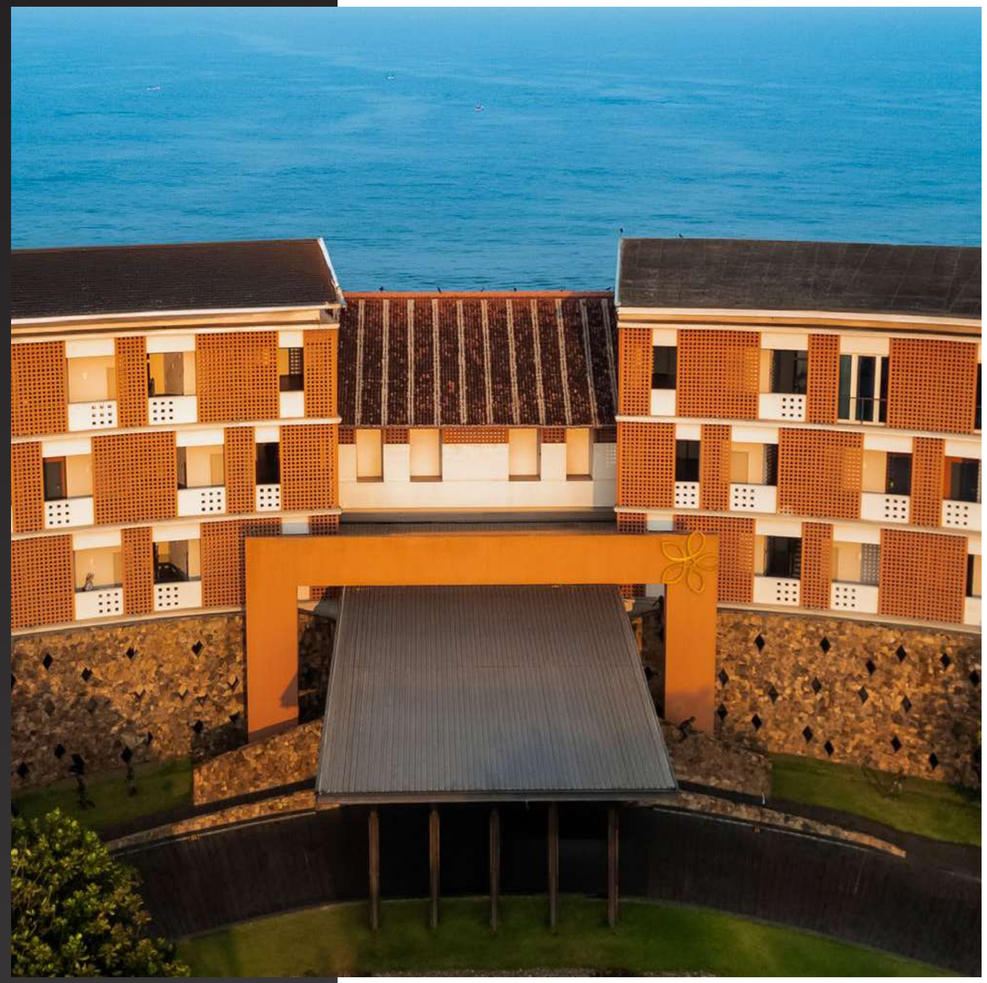
Aitken Spence Hotels

Oman

- Al Falaj Hotel - Muscat
- Desert Nights Resort - Al Wasil
- Best Western Sur

India

- Turyaa Chennai



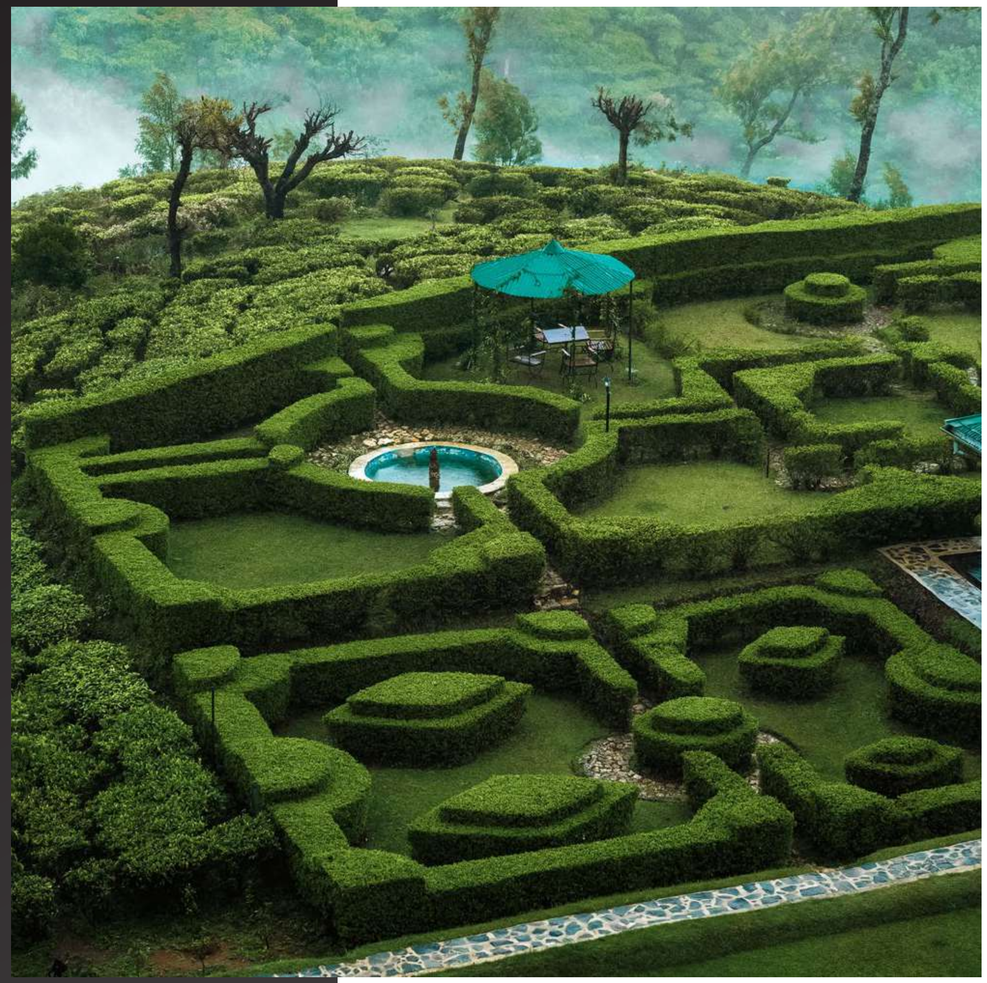
OUR VISION, MISSION AND VALUES

VISION

To be a leader in thoughtful, destination-driven hospitality in the region, known for delivering meaningful experiences, operational excellence, and sustainable growth that uplift our guests, our people, and the communities we serve.

MISSION

To deliver thoughtful, authentic hospitality experiences that inspire meaningful moments for our guests, empower our people, and enrich the places we operate.



VALUES

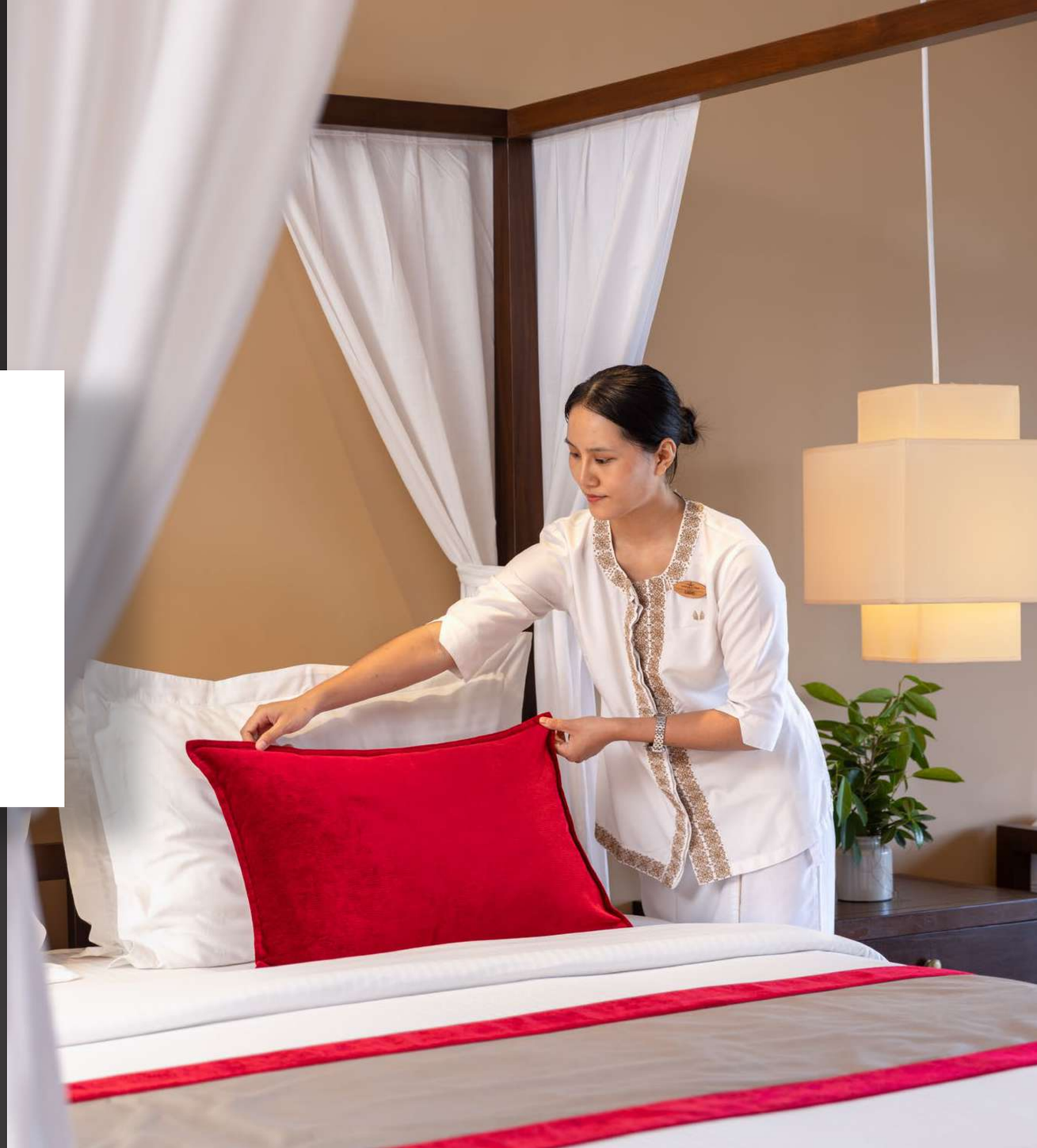
- Reliable - We uphold consistency and trust in every guest experience and operational decision.
- Honest & Transparent - We act with clarity and ethical intent in all interactions.
- Warm & Friendly - We create welcoming environments where every guest feels valued.
- Genuine - We embrace authenticity in our service, culture, and connection to place.
- Inspire Confidence - We lead with competence and thoughtful stewardship of people, communities, and destinations.

WHY PARTNER WITH AITKEN SPENCE HOTELS

Aitken Spence Hotels brings together deep regional expertise, a proven track record across diverse hotel formats, and a disciplined approach to value creation. We work closely with owners to shape distinctive hospitality assets, combining strong brand thinking, operational excellence, and commercial insight to drive sustainable performance over the long term. With an established regional presence, we are a trusted partner for owners seeking clarity, consistency, and enduring returns.

OUR SERVICES

Five decades of hospitality experience, an established footprint across four destinations, and 5,200+ beds operated with commercial discipline and care.



Global Sales & Marketing Power

Powered by experienced teams and strong market presence, the sales and marketing capabilities of Aitken Spence Hotels drive growth, shape markets, and deliver results.

5,800+
CHANNEL PARTNERS

Extensive network of strategic partnerships

20+
MARKETING & PR REPRESENTATION

in key source markets

BRAND
LEVERAGE

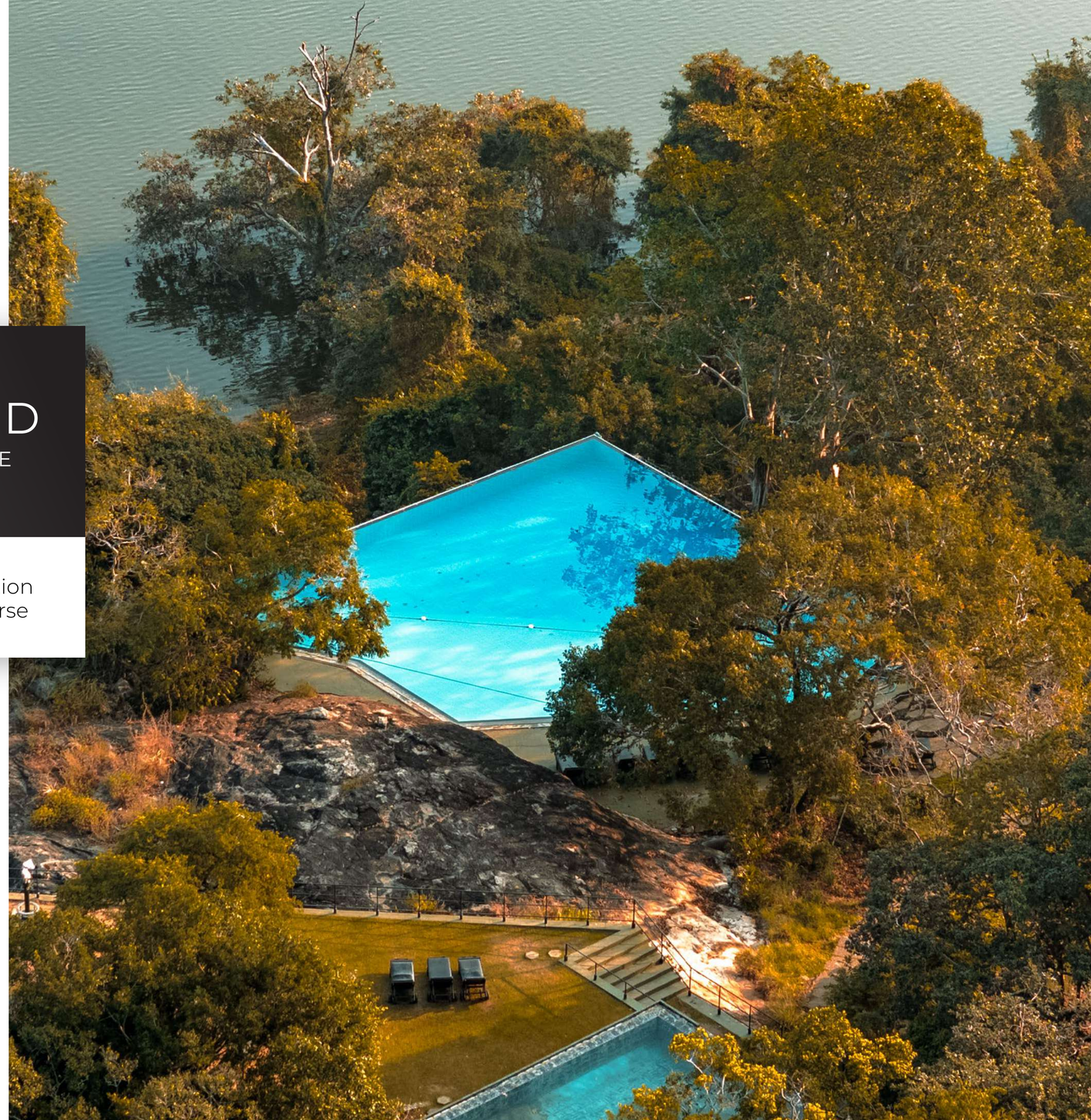
through cross-promotion across a diverse portfolio

TUI
PARTNERSHIP

Aitken Spence Travels' joint venture with the world's largest integrated tourism group

250+
MARKET LEADING TOUR OPERATORS

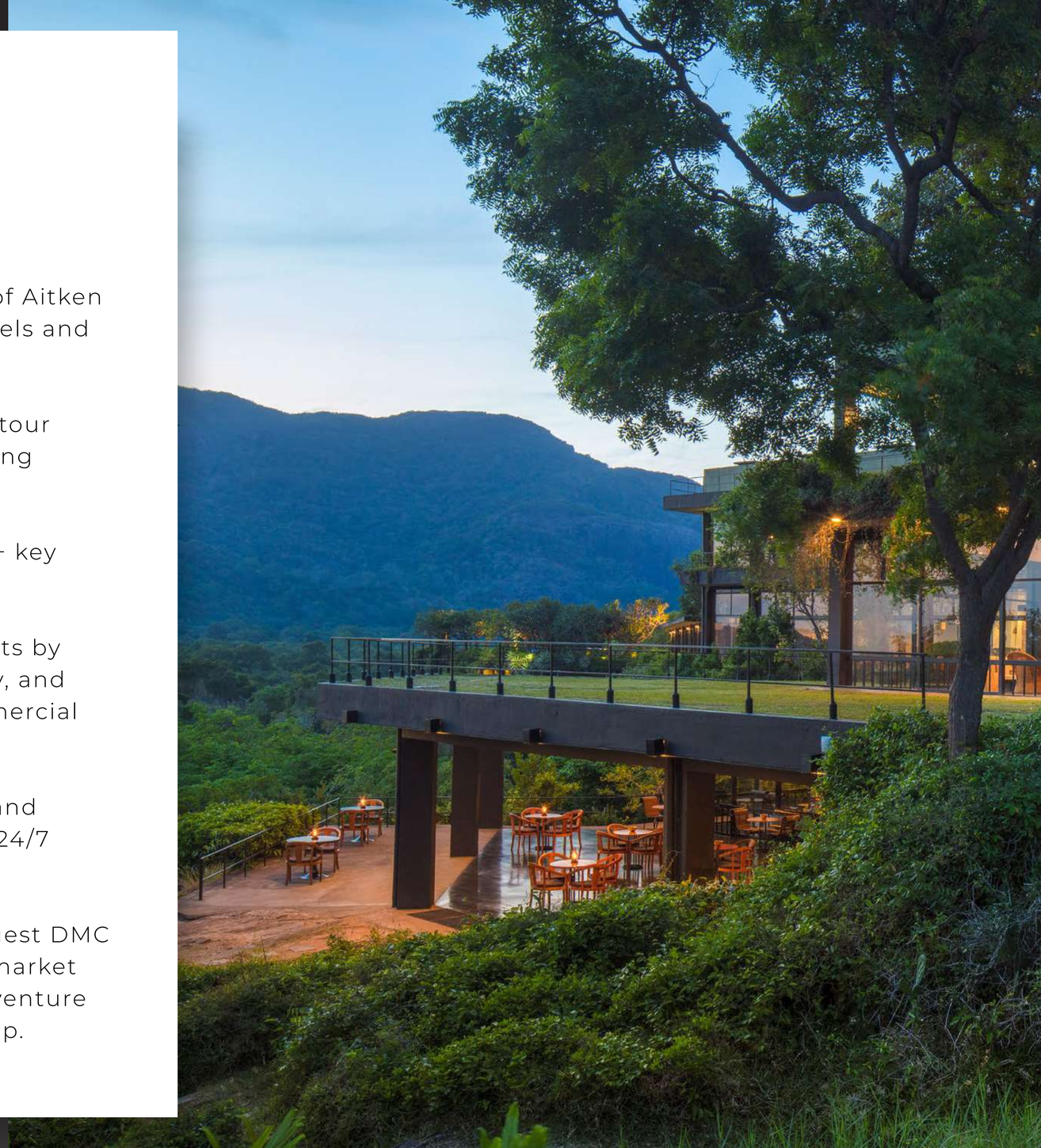
Unparalleled access to diverse travel channels through Aitken Spence Travels - Sri Lanka's largest DMC



Global Sales & Marketing Power

Capabilities & Execution

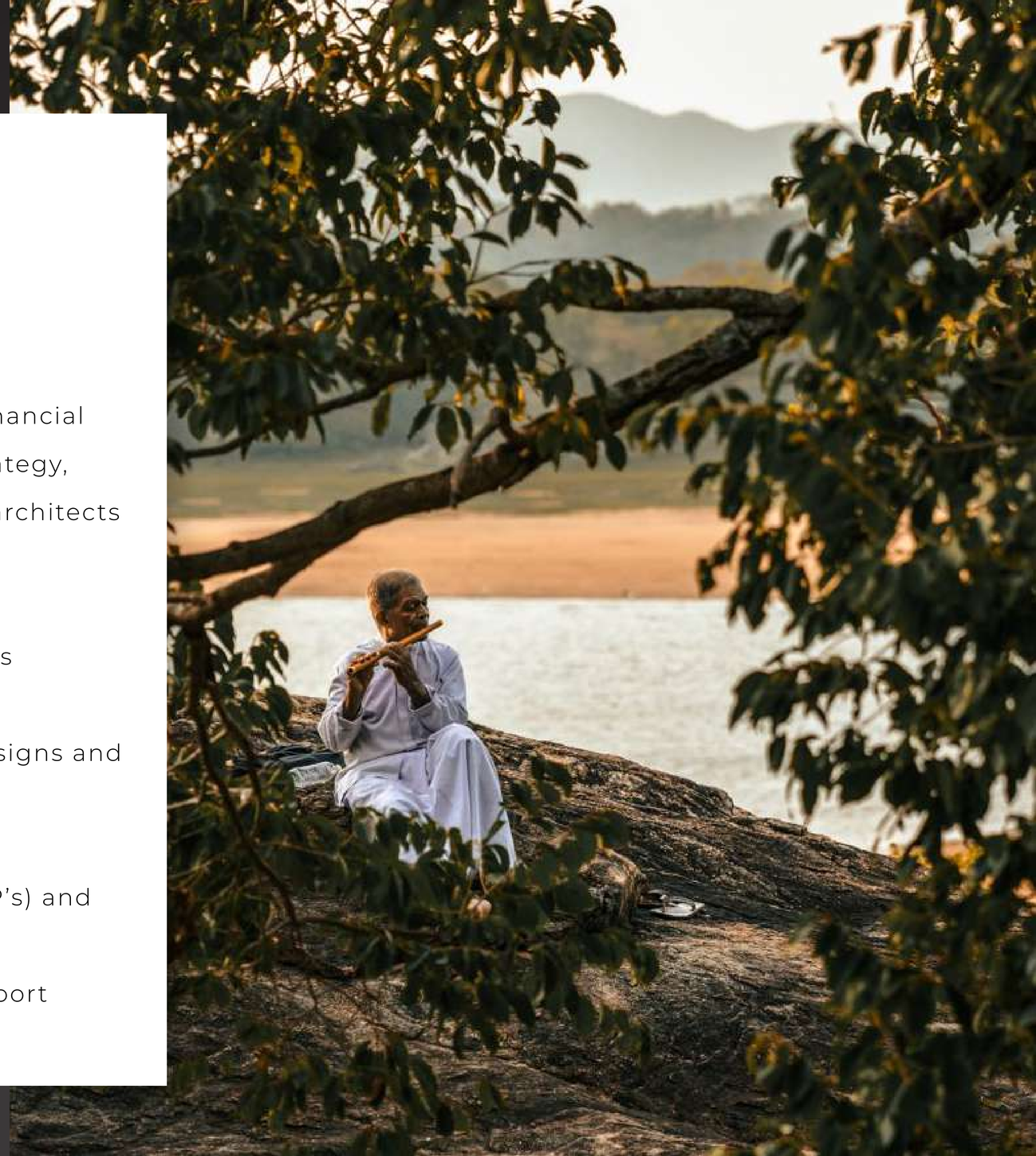
- Capability to harness the combined brand strength of Aitken Spence Hotels and our flagship brand, Heritance Hotels and Resorts.
- Aitken Spence Hotels has a network of 5800+ global tour operators, travel agents and corporate clients, enabling seamless market presence.
- Dedicated regional market representation across 20+ key source markets.
- PR and branding expertise to strengthen owner assets by building clear market positioning, sustained visibility, and demand-led storytelling that directly supports commercial performance.
- An integrated, e-commerce, revenue management, and distribution team supported by global partners and 24/7 distribution capabilities.
- Aitken Spence Travels, our sister company, is the largest DMC in Sri Lanka, with an unrivalled network of over 250 market leading tour operators across the globe, and a joint venture with TUI- the world's largest integrated tourism group.



Development Expertise

We are a one-stop-shop partner for building, launching and growing high-performing hotels.

- Pre-development and feasibility: market analysis, financial feasibility, ROI modeling, brand and positioning strategy, conceptualizing, planning, and preparing briefs to architects
- Owner representation and governance
- Advisory on master plan, operational and service requirements, functional layouts and kitchen layouts
- Identifying and sourcing plant and equipment
- Advising on quality and specifications of interior designs and FF & E (Furniture, Fixtures & Equipment)
- Recruitment and training of staff
- Preparation of Standard Operating Procedures (SOP's) and commissioning of hotels
- Pre-operational marketing and product launch support



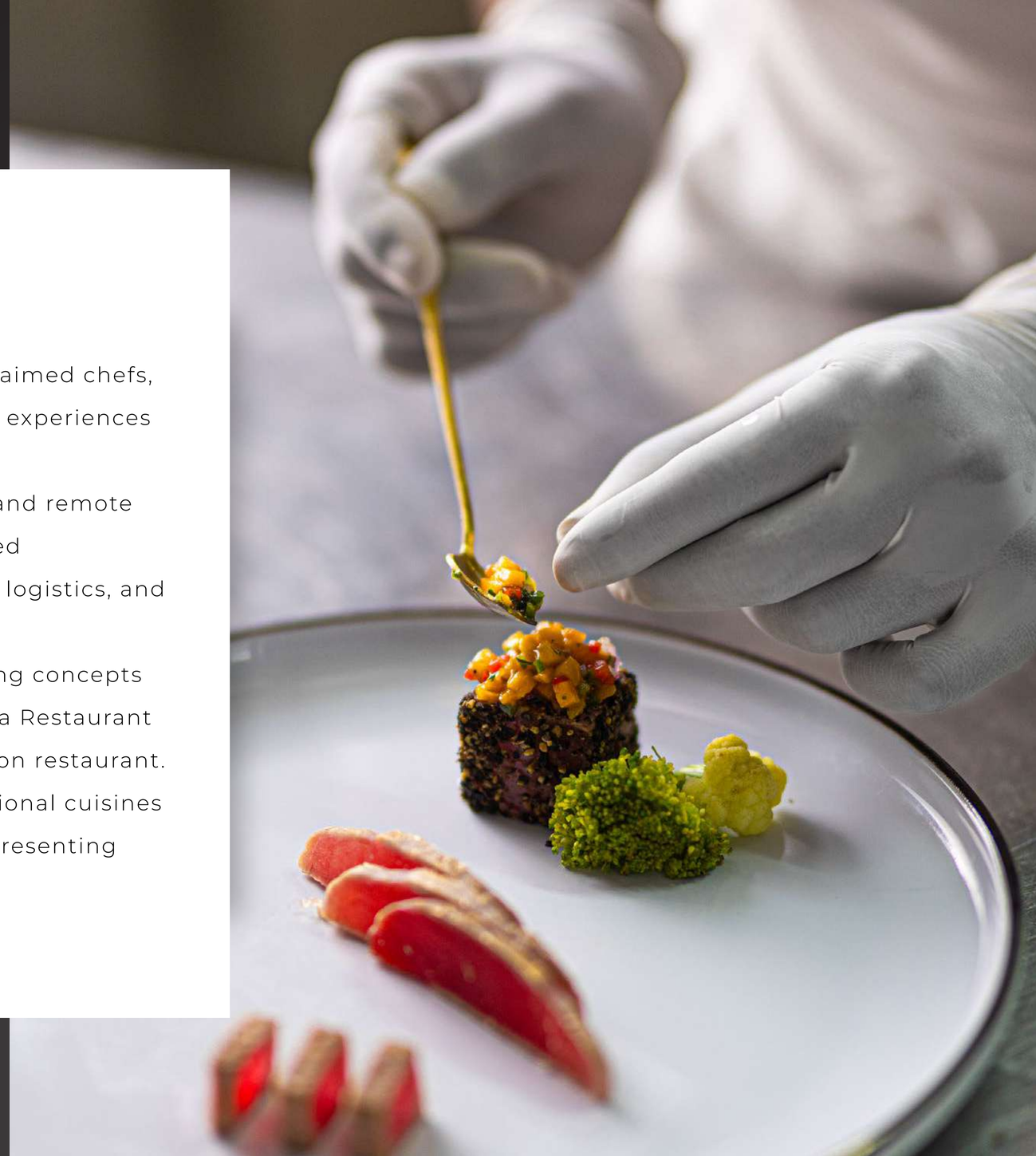
Culinary Expertise

Led by an award-winning team of internationally acclaimed chefs, our services extend to delivering exceptional culinary experiences across a diverse portfolio of destinations.

From vibrant cities and coastal resorts to rainforests and remote desert landscapes, we operate seamlessly across varied geographies, managing the complexities of sourcing, logistics, and quality assurance without compromise.

We are renowned for creating iconic destination dining concepts such as the Cave Dinner, Carriage Dinner, and Ambula Restaurant — the world's first and only Sri Lankan–Maldivian fusion restaurant.

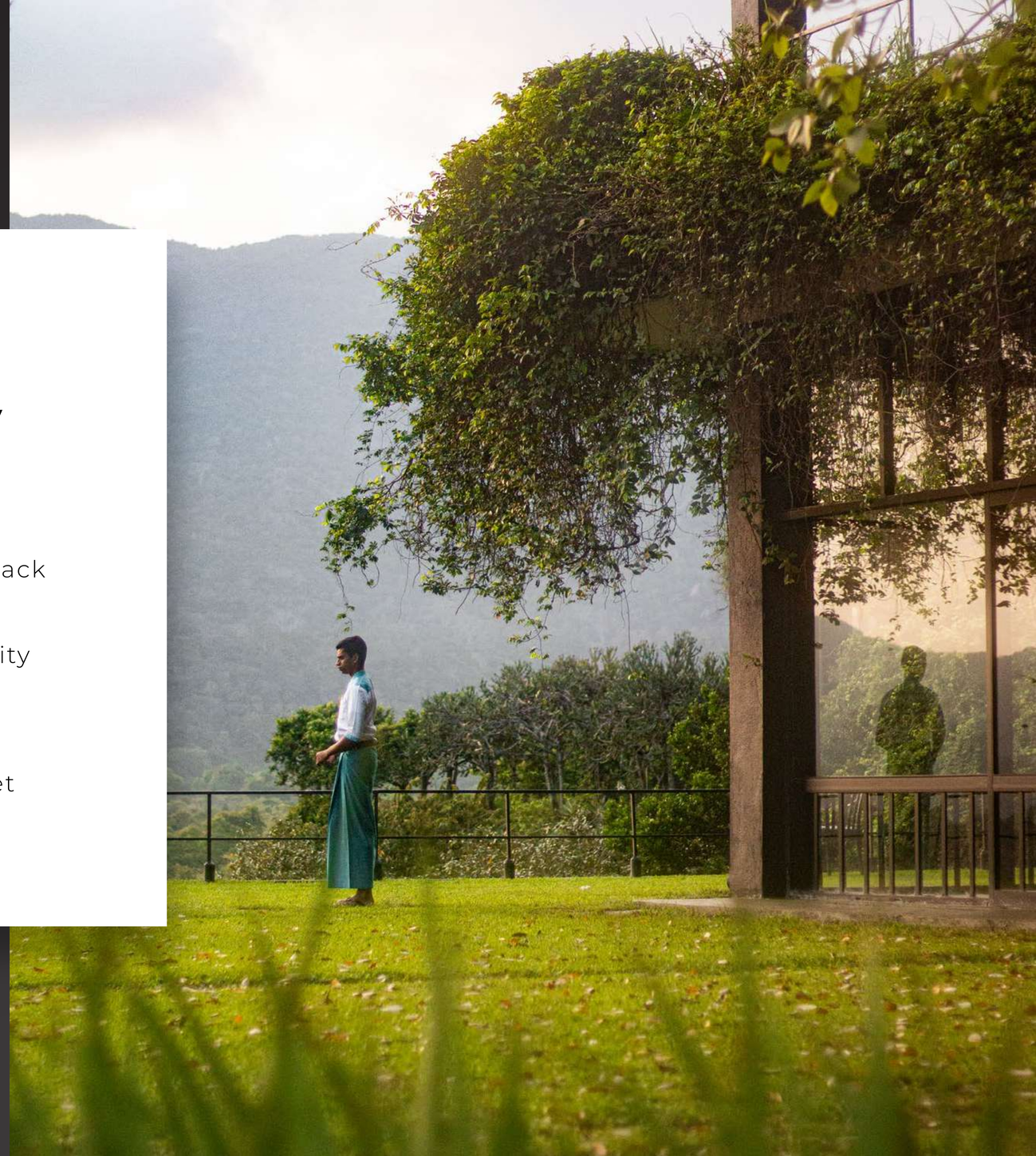
Our culinary expertise spans a wide range of international cuisines delivered by a multicultural team of professionals representing diverse nationalities.



Human Resources

We specialize in recruiting top-tier hospitality professionals globally, ensuring exceptional expertise and talent acquisition.

- Recruitment of professional hoteliers with proven track records worldwide
- Possession of an extensive resource pool of hospitality experts
- Operation of our own school of hospitality offering professional courses and refresher programs to meet market demands



Support Services

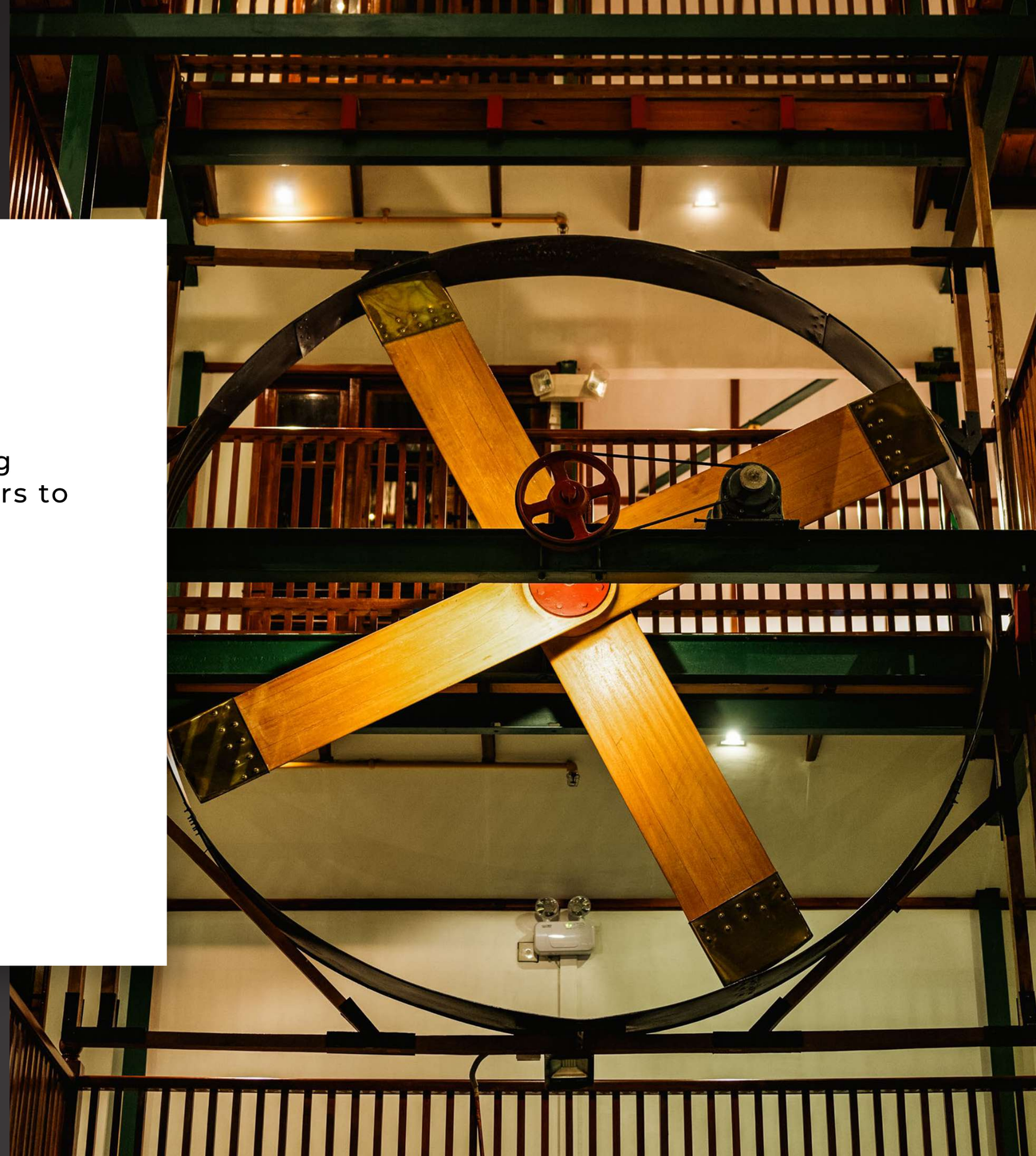
Our services are designed to minimize hassle and enhance operational efficiencies, covering everything from financial strategy to guest satisfaction.

- Marketing: Inclusion of the hotel in local, regional, and global promotional programs
- Strategic Financial Management
- Food & Beverage
- Housekeeping
- Engineering and Technical Expertise
- Front Office Management
- Training & HR Management
- Centralized Purchasing of all Consumables

Asset Management

Our asset management approach focuses on safeguarding owner interests while enhancing operational performance, aligning stakeholders to drive long-term, sustainable value across our hospitality portfolio.

- Operational and management review
- Investment recommendations
- Partnership relations enhancement
- Budget and capex review
- Award-winning F&B concepts
- Legal support and IT integration



Sustainability Endeavours

Sustainability guides how we design and operate our hotels, with LEED-certified developments and responsible practices that reduce impact while creating long-term value.

- One of the first Sri Lankan Signatories to the UNWTO Global code of ethics for tourism
- One of the first hotel chains to eliminate single use plastic straws
- 3 LEED (Leadership in Energy and Environment Design) Certified properties in our portfolio
    - Heritance Kandalama- First LEED Certified Hotel in the World
    - Heritance Aarah- First LEED Certified Construction in the Maldives
    - Sentido Heritance Negombo- Leed Gold Certified
- Certification and systems expertise in GSTC endorsed Sustainability certifications (Travelife / GreenGlobe)
- Certification and systems expertise in ISO 14001 (Environment Management systems)
- Certification and systems expertise in ISO 50001 (Energy Management systems)
- Certification and systems expertise in ISO 22000/HACCP (Food safety Management systems)
- Culinary experts with proven menu mastery of vegan and plant based diets
- 7R waste elimination system which strives for zero waste to landfill
- Steady source of manpower pool through our Sri Lanka and regional training and development programs for hospitality industry

THE PARENT

Aitken Spence PLC (Est. 1868) is among Sri Lanka's leading and most respected corporate entities with operations in South Asia, the Middle East and Africa.

Listed in the Colombo Stock Exchange since 1983, it has major interests in hotels, travel, maritime services, logistics and power generation sectors.

The group also has a significant presence in plantations, printing, apparel manufacture, insurance, financial services, IT and BPO/KPO.

Aitken Spence is the first Sri Lankan company recognized by Forbes magazine for three consecutive years, to be one of the best publicly listed companies under USD 2bn in revenue outside the United States.

AITKEN SPENCE'S DIVERSIFIED PORTFOLIO

HOTELS

SRI LANKA

REPUBLIC OF MALDIVES

SULTANATE OF OMAN

INDIA

SERVICES

DESTINATION MANAGEMENT

AIRLINE AGENCIES

ELEVATOR AGENCY

FINANCIAL SERVICES

KPO/BPO

IT SERVICES

INSURANCE

MARITIME & LOGISTICS

INLAND CONTAINER TERMINAL MANAGEMENT

MARITIME SERVICES

PORT DEVELOPMENT & MANAGEMENT

SUPPLY CHAIN MANAGEMENT

COURIER SERVICES

STRATEGIC INVESTMENTS

ENERGY

PLANTATIONS & AGRICULTURE

APPAREL MANUFACTURE

PRINTING

AITKEN SPENCE'S WORLDWIDE PARTNERS

dpd group
LLOYD'S
KFW DEG
DTDC Delivering Value
WesternUnion WU
DB SCHENKER
OTIS
RIU HOTELS & RESORTS
SINGAPORE AIRLINES
Emirates Holidays
NIPPON EXPRESS Global Logistics Provider
CWT
Club Med
PICC
QATAR AIRWAYS القطرية | CARGO
TUI
RAIL EUROPE
عمان للفنادق Oman Hotels
WACO
JAS
WKW WK Webster
SriLankan Airlines
滇红集团 DIANHONG GROUP
SETMIL GROUP
ria
MoneyGram money transfer
simleisure
الجزيرة Jazeera
FIJI PORTS
FLY SMART 90 AIR
FIJI AIRWAYS
ASENDIA BY LA POSTE & SWISS POST
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INTERNATIONAL ACCLAIM

SOUTH ASIAN TRAVEL AWARDS	Consecutive wins at the South Asia Travel Awards
FHAM	Multiple culinary wins – IKA Culinary Olympics, Food and Hospitality Asia Maldives (FHAM), Culinary Art Food Expo
THE INDEPENDENT	One of the Best Factory Hotels in the World
THE SUNDAY TIMES	One of the 100 Best Places to Stay in the World
CNN AMERICAN EXPRESS	Ultimate Service Award for the Indian Sub Continent & Indian Ocean Region
WORLD TRAVEL AWARDS	World's Leading Water Villa Resort
SAGA	SAGA Good Food Award for 10 consecutive years
TRAVEL +LEISURE	One of the World's Top 15 Green Hotels

INTERNATIONAL ACCLAIM

First LEED Certified Hotel in the World

First Green Globe Certified Hotel in Asia

UNESCO Asia Pacific Heritage Merit Award

RICS Award 2000 by the Royal Institute of Chartered Surveyors London

First ISO 14001 & ISO 22000/HACCP Certified Hotel Chain in Sri Lanka

First Superbrand Hotel in Sri Lanka

LMD Most Awarded Hospitality Sector Winner for two consecutive years 2022 and 2023

INTERNATIONAL ACCLAIM

Trip Advisor, Best of the Best

Best all inclusive resorts for families 2023

She Travel Club, Gold certification

Conde Nast Traveller, Readers Choice Awards

Travelife Gold Certified

Villeroy & Boch Culinary World Cup 2022

Schauinsland Reisen - Germany

Aitken Spence® Hotels

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