



MACALISTER MANSION EARNS 2016 TRIPADVISOR CERTIFICATE OF EXCELLENCE

CITY, STATE/COUNTRY – 22ND JULY 2016 – Macalister Mansion today announced that it has received a TripAdvisor® Certificate of Excellence. Now in its sixth year, the achievement celebrates hospitality businesses that have earned great traveller reviews on TripAdvisor over the past year. Certificate of Excellence recipients include accommodations, eateries and attractions located all over the world that have continually delivered a quality customer experience.

Macalister Mansion conceptualized as a quirky and sophisticated lifestyle destination where their guests are welcome to relish a series of experience not unlike those found in the hospitality of an actual home – good food, fine drink, engaging conversation, soothing music, great art, a good night's sleep or simply lounging by the pool. The Macalister Mansion is associated with the good things in life and having a great time at a scale that is both intimate and personal. It had the vision to conceive a lifestyle based offering which would enliven the hotel and dining scene in Penang, decided on the restored colonial mansion would stem from a holistic vision, with the 8 rooms and the 5 F&Bs forming a holistic brand with a distinctive positioning.

Macalister Mansion service concept is all about giving guests that different level of personalised service. It endeavours to provide as many customised touches to add to the staying experience. Its service approach is warm and friendly, where guests are made to feel that they are at home, and to treat Macalister Mansion as their 'residence' in Penang.

"With the Certificate of Excellence, TripAdvisor honours hospitality businesses that have consistently received strong praise and ratings from travellers", said Heather Leisman, Vice President of Industry Marketing, TripAdvisor. "This recognition helps travellers identify and book properties that regularly deliver great service. TripAdvisor is proud to play this integral role in helping travellers feel more confident in their booking decisions."



The Certificate of Excellence accounts for the quality, quantity and recency of reviews submitted by travellers on TripAdvisor over a 12-month period. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews and must have been listed on TripAdvisor for at least 12 months.

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About Macalister Mansion

Housed in a beautiful 100 year old historic mansion that has been conserved and adapted, each of the 6 different F&B and Hotel entities can be enjoyed as part of the overall Macalister Mansion experience but are branded as distinct rooms or spaces that are typically found in a mansion – *The Den, The Dining Room, The Cellar, The Living Room, The Lawn, & Eight rooms.*

Macalister Mansion is proud to be the ONLY hotel in Malaysia to make the cut and be part of Design Hotels. The name Macalister Mansion honours Penang's British Governor Colonel Norman Macalister. Guest will find numerous references to this historic figure captured in the host of specially commissioned installation art pieces throughout the grounds and spaces.

The design differentiates itself from the local boutique hotel scene by its intimate scale, contemporary design and attention to details. Set against the backdrop of a conserved mansion, the heritage spaces have been carefully adapted and key features conserved and infused with contemporary design, allowing the project to strike a balance between the nostalgia of the past and a vision of relevance for the future.

About TripAdvisor

TripAdvisor® is the world's largest travel site**, enabling travellers to plan and book the perfect trip. TripAdvisor offers advice from millions of travellers, and a wide variety of travel choices and planning features, with seamless links to booking tools that check hundreds of websites to find the best hotel prices. TripAdvisor-branded sites make up the largest travel community in the world, reaching 340 million unique monthly visitors***, and 350 million reviews and opinions



covering 6.5 million accommodations, restaurants and attractions. The sites operate in 48 markets worldwide.

TripAdvisor, Inc. (NASDAQ:TRIP), through its subsidiaries, manages and operates websites under 24 other travel media brands:

www.airfarewatchdog.com, www.bookingbuddy.com, www.cruisecritic.com, www.everytrail.com,
www.familyvacationcritic.com, www.flipkey.com, www.thefork.com (including
www.lafourchette.com, www.eltenedor.com, www.iens.nl, www.besttables.com and
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www.tripbod.com, www.vacationhomerentals.com, www.viator.com, and www.virtualtourist.com.

**Source: comScore Media Metrix for TripAdvisor Sites, worldwide, February 2016

***Source: TripAdvisor log files, Q1 2016

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