



FOR IMMEDIATE RELEASE

Media Contacts:

Baltz & Company for Kimpton

Chloe Mata / 212-982-8300 x104 / cmata@baltzco.com

Ilana Alperstein / 212-982-8300 x103 / ialperstein@baltzco.com

Kimpton Hotels & Restaurants

Stacey Ellis / 415-955-5492 / stacey.ellis@kimptongroup.com

Jamie Law / 415-955-5495 / jamie.law@kimptongroup.com

KIMPTON EARNS TOP RANKING IN CUSTOMER SATISFACTION BY MARKET METRIX HOSPITALITY INDEX *2007 Annual Results Place Kimpton at Number One for Hotels*

SAN FRANCISCO, Calif., January 31, 2008 – Kimpton Hotels & Restaurants garnered the highest ranking in customer satisfaction, exceeding all others in the upscale hotel segment and all segments in the industry, according to the Market Metrix Hospitality Index (MMHI) survey. Kimpton’s overall score of 90.6 percent in 2007 surpassed those of all hotel competitors ranging from economy to luxury brands including renowned hotel chains such as The Ritz-Carlton, Four Seasons and Peninsula Hotels.

Based on 140,000 in-depth customer interviews conducted throughout 2007, this remarkable achievement indicates a pattern of consistently exceeding guest expectations and delivering customer satisfaction beyond that of industry competition. Kimpton guests say that they can’t help but “feel the Kimpton style” with “incredibly comfortable bedding” and employees that have a “super attitude and really go out of their way to help you!”

“This ranking is testament to Kimpton’s strong commitment to anticipating and fulfilling guest needs with genuine care for each guest as an individual,” said Niki Leondakis, chief operating officer, Kimpton Hotels & Restaurants. “It is a true honor to receive this

(more)

acknowledgment from our guests and we take great pride in its reflection upon our dedicated employees.”

Based in San Rafael, CA, Market Metrix is the leading provider of customer and employee feedback management systems for the hospitality industry. The Market Metrix Hospitality Index serves as a platform for comparison of a company’s performance against competitors and industry standards. Market Metrix also offers customer and employee satisfaction measurement programs and other management tools.

For more information on Kimpton Hotels & Restaurants, call 1-800-KIMPTON or visit www.KimptonHotels.com.

###

ABOUT KIMPTON

San Francisco-based Kimpton Hotels & Restaurants is the first and leading collection of boutique hotels throughout the United States and Canada. Founded by Bill Kimpton in 1981, privately held Kimpton Hotels offers services and design elements focused on care, comfort, style, flavor and fun. Every Kimpton hotel reflects the energy, personality and pulse of its location, history and architectural style. Each property features personalized guest services, comforting in-room amenities, specialty rooms and suites, and provides a range of exciting culinary experiences through affiliated top-rated destination chef-driven restaurants. Kimpton takes pride in its commitment to social responsibility and leads the hospitality industry in ecological practices through its innovative EarthCare programs. In addition, Kimpton demonstrates a unique dedication to its female guests with the Women InTouch program, offering comfortable and safe environments, in-room fitness and wellness options as well as the company's unique "Forgot It, We've Got It" honor bar, providing essentials that women travelers may have forgotten at home. Among the company’s newest properties are the Hotel Palomar Arlington at Waterview, which opened in November 2007. Additional projects are underway in Los Angeles, New York, Florida, Philadelphia and Virginia. For more information, please visit www.KimptonHotels.com or call 1-800-KIMPTON.

ABOUT MARKET METRIX

With over 100 clients in 70 countries, Market Metrix has helped hospitality companies turn feedback into performance since 1996. Its flagship Customer Metrix and Employee Metrix suites provide multi-channel survey, analysis and service improvement tools and benchmarking data for the hospitality industry. For more information, please visit www.marketmetrix.com or call 1-800-239-7515.