



FOR IMMEDIATE RELEASE

Media Contacts:

Baltz & Company for Kimpton

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

Marliese Engel Traver / 212-982-8300 x112 / mtraver@baltzco.com

Kimpton Hotels & Restaurants

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

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

KIMPTON GARNERS TOP CUSTOMER SATISFACTION RANKING

SAN FRANCISCO, Calif., September 4, 2008 – Kimpton Hotels & Restaurants garnered the highest customer satisfaction ranking for the second quarter of 2008 in its segment (Upper Upscale), from Market Metrix Hospitality Index (MMHI). Kimpton’s score of 89.4 percent exceeded competitors not only in its segment but in Luxury, Upscale, Midscale (with F&B) and Economy hotel segments, surpassing brands including St. Regis Hotels & Resorts, The Ritz Carlton, Four Seasons and Fairmont Hotels. This top honor consistently garnered by the leading boutique hotel company speaks to its dedication to extraordinary customer satisfaction as demonstrated through previous top MMHI scores in all of 2007 and the first quarter of 2008.

Based on 35,000 in-depth customer interviews conducted each quarter, Kimpton’s top customer satisfaction score reflects the company’s commitment to unparalleled personalized care and attention to unique guest needs. In contrast to a significant decline in customer satisfaction with the airline industry, Kimpton leads the hospitality industry in offering distinctive customer care such as its newly extended “We Got Your Bag” offer, providing guests with a room credit equal to the amount of a second checked bag fee of up to \$25, available until December 31, 2008.

“Exceeding our guests’ expectations is the number one focus at Kimpton,” said Niki Leondakis, chief operating officer, Kimpton Hotels & Restaurants. “Customer satisfaction is the core of our business and quite simply the clearest measure of our success. The passion our employees

(more)

have for seeking opportunities with guests to demonstrate thoughtful personalized care is the reason our guests return to Kimpton.”

Kimpton is currently the largest boutique hotelier with 42 hotels throughout the U.S. and Canada. 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 in 1981 by Bill Kimpton, every Kimpton hotel 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. Privately held, Kimpton received the highest ranking in customer satisfaction scores by the Market Metrix Hospitality Index for the entire year of 2007, exceeding all other hotel companies, including those in both the luxury and upscale segment. Among the company’s newest properties are the Hotel Monaco Alexandria and Jackson 20 restaurant in Virginia, which opened in January 2008, and the Hotel Palomar Los Angeles in Westwood and the adjacent BLVD 16 restaurant. Additional projects are underway in Florida, Philadelphia, Atlanta, Baltimore, Chicago 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.