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KIMPTON RANKED #1 IN CUSTOMER SATISFACTION

Boutique Hotel Company Surpasses Luxury Competitors for Four Quarters

SAN FRANCISCO, Calif., April 5, 2010 – Kimpton Hotels & Restaurants continues to provide guests with superior care, despite the difficult travel climate, and has garnered the top customer satisfaction score for the Upper Upscale segment from the Market Metrix Hospitality Index (MMHI). Kimpton's top score of 92.1 percent for the fourth quarter of 2009 rounded out the company's consistent first place rankings for each quarter of 2009, demonstrating its unique commitment to personalized service. Kimpton's high customer satisfaction scores for all four quarters of 2009 surpassed competitors across several segments, including many luxury hotel leaders.

"Last year was a difficult year for travelers and as a hospitality company, we are proud to garner this distinction from the very people that matter most, our guests," said Niki Leondakis, chief operating officer, Kimpton Hotels & Restaurants. "Ensuring travelers feel special and cared for, particularly during challenging times, is our first priority."

Based on 35,000 in-depth customer interviews conducted each quarter by MMHI, Kimpton's top customer satisfaction score reflects the company's ongoing commitment to innovative hospitality and personalized guest service. Newly developed employee training courses introduced throughout 2009 heightened attention and increased sensitivity to the changing needs of Kimpton guests in light of uncertain economic times, increased job demands, fewer resources and a tough travel environment. Loyal Kimpton InTouch members were offered several new

incentives in 2009, ranging from personalized promotions and exclusive deals to new ways to earn complimentary stays at Kimpton hotels.

To learn more about Kimpton Hotels & Restaurants, visit www.KimptonHotels.com, www.Twitter.com/Kimpton, or www.Facebook.com/Kimpton.

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ABOUT KIMPTON

San Francisco-based Kimpton Hotels & Restaurants, a collection of boutique hotels and chef-driven restaurants in the US, is an acknowledged industry pioneer and was the first to bring the boutique hotel concept to America. Founded in 1981 by Bill Kimpton, the company is well-known for making travelers feel welcomed and comfortable while away from home through intuitive and unscripted customer care, stylish ambience and having a certain playfulness in its approach to programs and amenities. Each hotel provides a range of exciting culinary experiences through locally-loved, top-rated, destination, chef-driven restaurants. Kimpton leads the hospitality industry in ecological practices through its innovative EarthCare program that spans all hotels and restaurants. Privately held Kimpton has consistently earned high customer satisfaction scores by the Market Metrix Hospitality Index, exceeding other hotel companies including those in luxury and upscale segments. Among the company's newest properties are the LEED registered Hotel Palomar and LEED registered Square 1682 restaurant by Chef Guillermo Tellez in Philadelphia, PA, which opened in October 2009. Currently, projects are underway in New York City and Chicago. For more information, please visit www.KimptonHotels.com or call 1-800-KIMPTON.

ABOUT MMHI

Based on 35,000 customer interviews conducted each quarter, the Market Metrix Hospitality Index (MMHI) is the largest and most in-depth measure of hospitality company performance available today. Our annual MMHI Awards are coveted by lodging and travel enterprises around the world. These benchmarks, delivered through our flagship product Customer Metrix™, enable Market Metrix clients to compare their results to competitors by STAR segment, AAA classification, Brand, SMSA, industry averages, performers in the top 10% and other classifications. The MMHI is also available by subscription.