



March 10, 2008

Russell Ridge
MeetingUniverse.com

Dear Russ:

Thank you for your expression of concern and the opportunity to clarify the Hyatt position regarding Doug Manchester's financial support of Proposition 8 and to inaccuracies that have been communicated by the union organization, Unite Here. Though Mr. Manchester is the owner of the Manchester Grand Hyatt, he does not speak for Hyatt Hotels & Resorts, the management company that operates this property, along with many others across the world. As a long-time customer and valued partner of ours, you are aware that his personal statements and actions are not reflective of the inclusive, diverse culture our employees enjoy at Hyatt, nor the welcoming spirit we extend to all of our guests.

I understand and share your concern that some members of the Gay, Lesbian, Bisexual and Transgender (GLBT) community are boycotting the Manchester Grand Hyatt to protest Mr. Manchester's independent donation, but Hyatt's history of inclusiveness and the long list of accolades we have received from the GLBT community speak for themselves. We are proud to have been recognized by The Human Rights Campaign, Planet Out, Advocate Magazine and DiversityInc.com for our commitment to diversity and as one of the most respected and admired companies among the GLBT community.

Regrettably, Unite Here is trying to use the publicity surrounding Mr. Manchester's donation to further its own agenda of increasing its dues-paying membership. In truth, we enjoy a collaborative and open relationship with our employees at the Manchester Grand Hyatt and we have an unmatched record of treating our employees fairly and protecting their employment rights.

We have an employee base of over 1200 people that work for the Manchester grand Hyatt representing 52 countries. Hyatt Corp has a signed contract with the ownership of Manchester Group Financial that is good through 2037. This contract guarantees that Hyatt and their employees will manage this hotel through 2037 even if the current ownership sell their assets to a new investor. There is also another 10 year option extension from 2037.

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Housekeepers at the Manchester Grand Hyatt on a volunteer basis participate in a program that assigns credits to the room based on the level of cleaning required. This program allows our housekeepers to still work an eight-hour day and also provides financial incentive for the housekeeper. We have had 98% of our housekeepers participate in this program and they are happy and satisfied with the program. No housekeeper is forced to participate in this program.

Hyatt will continue to welcome myriad diverse communities and interest holders -- including the GLBT community -- in San Diego and beyond. We offer our employees Domestic Partner Benefits and have a strong track record of enforcing non-discriminatory policies in all of the hotels we operate, including the Manchester Grand Hyatt. We understand your desire to do business with companies that share your values and it is our sincere hope that our record on diversity will be judged on its merits and not on the actions of non-Hyatt parties.

I hope that this additional communication will provide you with the information you need as we would welcome the opportunity to extend to you and your organization the authentic hospitality that has won us many of the industries top meeting planner awards. Our entire team extends a warm welcome to you and we look forward to assisting you with any additional information you may need regarding the operations of the hotel and further updates on Prop 8.

If you would like to further discuss this issue you can reach me at my direct line at 619-358-6670 or on my mobile number at 619-218-5587.

Sincerely,

Kelly Commerford, CHME
Director of Marketing