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May 5, 2009

Dear Mid Year Meeting Attendees,

Below this letter you will find an apology note from the Renaissance Harborplace Hotel for the disruption of our Mid Year Meeting.

It is worth noting that the Association was given notice that a public health announcement would need to be made during the general session a few minutes before it occurred. At our request, the hotel agreed to hold off until after our keynote was finished, but that obviously did not happen. The hotels' intention was to announce that due to a water main break in the City of Baltimore, the water in the hotel would temporarily be unusable. For this reason, we attempted to clarify that the alarm was not intended to cause an evacuation, but rather provide a health notification. We were not attempting to prevent a move to safety to preserve our meeting schedule. We were also unaware that the hotel uses the alarm prior to announcements to get the attention of its guests.

The alarm that sounded in the afternoon was intended to be an evacuation notice, and that is exactly what occurred.

The Renaissance Harborplace would be well served to change their method of making important announcements to differentiate this from a call to evacuate the building. We have requested that this be in place prior to our 2010 Mid Year Meeting.

Thank you,

Ray Scotto
TMPAA Executive Director



RENAISSANCE
HARBORPLACE HOTEL
BALTIMORE

May 5, 2009

Dear Target Market Guests:

On behalf of the entire staff, I would like to offer our sincerest apologies for the unexpected interruptions you experienced during your meetings on April 28th. We regret the inconvenience the Baltimore City water main break and the fire evacuation may have caused your group. Please be assured that these are uncommon and isolated incidents which unfortunately occurred during this conference day.

It is our objective to ensure that all of our guests have an exceptional experience. Of utmost concern to us is your safety and comfort. Please know that we worked fervently in the background to come to timely resolutions and minimize the impact of these outside events on you, our valued guests. We have been looking forward to hosting your group this year and next and will do all in our power to make you feel welcome.

Sincerely,

Ed Book
General Manager
Renaissance Harborplace Hotel