



April 28, 2017

Greetings from the Crowne Plaza Chicago West Loop!

During the past week, we experienced several reservation system challenges which caused major discrepancies with our room rates. We understand this created confusion and we apologize for any inconvenience. The system was corrected by Friday, April 21st and additional discrepancies occurred over the weekend. It remains unclear why our reservation system created the challenges and we have been working with Belinda 'Bel' Humes Hanson to resolve the situation. Rest assured, we want to make sure everyone has a wonderful stay at our hotel and a successful conference in Chicago.

Guests who booked the non-refundable/non-cancellable, deposit required rates will be contacted directly with specific updated information. For the guests who booked the original conference rate of \$194.00 plus tax per night, we are lowering your rate to \$184.00 plus tax per night.

Should you have any questions or concerns, please contact me directly. My contact information is listed below.

We look forward to welcoming you to Chicago and our hotel!

Sincerely,

Kathy "Beanie" Aders
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