

December 23, 2009

Dear NELA Attendees:

On behalf of the entire staff at the Westin Providence, I would like to extend our sincere apologies for the less than satisfactory reservations experience while trying to book overnight accommodations for the upcoming 2010 NELA FFF in February. It is always our intention to provide all of our guests an exceptional experience with services that exceed your expectations. In these unfortunate instances, it is apparent that The Westin Providence has failed in some of our efforts and for that we must apologize.

We would like to thank you for providing valuable feedback regarding our performance. It is through feedback such as yours, that we can improve the services that we provide our guests.

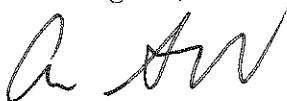
It is our sincere hope that you will stay with us from February 12 through 14, 2010, so that we can show to all of you the service that the Westin Providence is known.

The Westin has also included a special offer in which if you make your reservations before December 30, 2009, you will automatically be entered in a drawing to have your weekend stay of two nights be totally complimentary! Five lucky guests will enjoy their complimentary two-night if you make your reservation before this date and use a valid credit card while making the reservation!

Westin Providence is proud to be the official home for NELA's FFF, and we look forward to being your home away from home in February 2010.

To make your reservation for NELA's 2010 FFF please call us at 1.888.627.8449 and mention you are attending the NELA convention. All reservations have a two night minimum starting on Friday night February 12, 2010.

With kind regards,



Staff @ The Westin Providence