



MANCHESTER GRAND HYATT SAN DIEGO
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July 23, 2009

Dear community activists, organizations, Hyatt guests and members of the media,

We have recently reached the anniversary of the call to boycott our hotel by a rogue LGBT watchdog organization called Californian's Against Hate and the local union organization, Unite Here. These organizations have come together to rally against us, and their voices have been heard. We believe, however, that their actions and collaborations are no longer justified. The boycott was called based on a single private donation by the property owner, Doug Manchester and by the lingering false assumptions of local union organizations seeking to unionize our hotel.

Unite Here asserts that there is unfair treatment of our room attendants. This could not be further from the truth. Our room attendant turnover is significantly low. In fact, room attendant turnover at the Manchester Grand Hyatt is ten times lower than the national average, at slightly more than 4% annually.

Californian's Against Hate's argument is that Doug Manchester continues to be anti-gay and that his actions in the wake of the boycott are insincere. Almost two years ago, Doug Manchester supported Proposition 8 financially, at the direction of his church. Doug Manchester has apologized for his previous personal donation, has re-affirmed his commitment to the gay and lesbian community, and has vowed to never again financially support any initiative that limits the rights of others. Even further, thanks to his willingness to listen and the humility to admit to a wrong, Mr. Manchester believes that every American is deserving of the opportunity to receive all of the benefits from civil marriage, gay or straight.

It was with great pride that we recently announced property owner Doug Manchester's pledge of \$125,000 to gay and lesbian organizations and initiatives; a \$25,000 personal donation as well as \$100,000 of in-kind donations by the Manchester Grand Hyatt. The specifics surrounding application to be a beneficiary of this donation will be made available very soon through a newly created website (www.MGHSDtruth.com) which will also serve as a resource for relevant information, action and communication related to Doug Manchester, the Manchester Grand Hyatt San Diego and the boycott.

Boycotts can be very effective tools for change, so long as they remain focused on their goal. Was the goal of the boycott on the Manchester Grand Hyatt San Diego not to deliver an impactful message to owner Doug Manchester in order to turn a perceived foe into an ally? This was achieved. What kind of message are we sending when a community that acts so swiftly to take up arms against an "opponent" appears unable to recognize a white flag, an olive branch and a new partner in the fight ahead?

Kelly Commerford and I understand firsthand that Doug Manchester has built an inclusive, diverse work force in which every associate is highly valued and treated fairly, and we are truly proud to be a part of it. We would also ask that you consider Hyatt's track record with the LGBT community, both with those that are members of our Hyatt family and our extended family in community. We offer our employees Domestic Partner Benefits and have a strong history of enforcing non-discrimination at the Manchester Grand Hyatt. We have maintained a 100% rating from the Human Rights Campaign for nine years, and have been honored with distinctions by other LGBT organizations and media, including The Advocate as one of the "Top-Ten Gay Friendly Employers in America".

The Manchester Grand 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-discrimination at 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 and the fairness with which we treat our employees will be judged on its merits and not on the actions of non-Hyatt parties or by the inaccurate assertions of outside activists.

If you would like to further discuss this issue, you can reach me at my direct line at 619-358-6999. Please feel free to also reach out to our Director of Marketing, Mr. Kelly Commerford at 619-358-6670.

With warmest regards,

A handwritten signature in black ink, appearing to read "Ted Kanatas".

Ted Kanatas
General Manager

A handwritten signature in black ink, appearing to read "Kelly Commerford".

Kelly Commerford, CHME
Director of Marketing