

# HARDY

## Family Reunion

August 5, 2007

Thomas Moore  
Wyndham Orlando Resort  
8001 International Drive  
Orlando, FL 32819

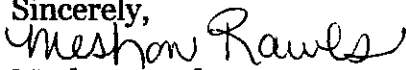
**RE: Hardy Family Reunion July 12- 15, 2007**

Dear Thomas,

On behalf of the Hardy Family, I would like to thank you and the Wyndham staff for making our Reunion a success. This was our very first time hosting our Reunion at a resort. From the first meeting when we were shown the property until the day we received our final bill we were treated with the upmost respect and professionalism.

Thank you so very much for responding to my numerous emails, answering all of our questions, accommodating those with special needs, adjusting reservations, customizing menus and guiding me through this process. Words can not express my personal gratitude. Throughout our email-phone communications, you repeatedly assured me that you would be there to take care of all of my concerns related to making sure my family was satisfied with the decision to have the Reunion at the Wyndham. When I reflect on the week, it is clear, you were there to assist me every step of the way.

I am so very appreciative of the professional and personal sacrifices you made to make sure we left the resort with a positive experience. Thank you. Thank you. Thank you. My family continues to rave about the Reunion. The sleeping accommodations were affordable and comfortable. The landscaping is beautiful and set the atmosphere for a fun-filled stress free weekend. Lastly, the food was exceptionally good. The catering staff did a phenomenal job in making sure every meal looked pleasing and was served as scheduled. Every time we reflect on the wonderful memories that were made at the 2007 Reunion, I will think of you and the Wyndham team. Your honest commitment to excellent customer service made the difference.

Sincerely,  
  
Meshon Rawls, Esq.  
Hardy Reunion 2007  
Accommodations Coordinator