

GRAND | HYATT
DENVER

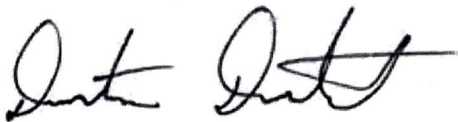
October 27, 2023

Good Morning,

This urgent message is to notify the city steam plant that provides our utilities has had a disruption to the steam operations at their city run district plant. This has caused the hotel to lose hot water for a period time this morning. They city has restored their plant operations already at this time. It will take several hours to provide the necessary steam to resume normal operations.

We understand this is very inconvenient and I would like to apologize for any impact this has had on your stay. If my team or I can answer any questions or assist in any way you may contact us at extension zero or you may email me directly at Dustin.dietel@hyatt.com. We hope we can quickly get this turned around and mitigate any disruption you have had to your stay.

Warm Regards,

A handwritten signature in black ink, appearing to read 'Dustin Dietel', written in a cursive style.

Dustin Dietel
Director of Operations