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January 15, 2008

Dear Doug,

TripAdvisor®

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Congratulations on The Hay-Adams's 2008 TripAdvisor Travelers' Choice® award for:

Best Service -- United States

Selected by the largest travel community in the world, TripAdvisor's Travelers' Choice awards showcase the hotels who have earned their distinction from those who know them best -- real travelers. Only TripAdvisor's hotel awards represent the opinions of millions of travelers. The award is a true testament to your dedication to outstanding customer service.

We've provided this official award as a way for you to share your achievement with your guests and we hope you will display it proudly.

Congratulations on this great honor and best wishes for a successful 2008!

Sincerely,

Steve Kaufer
CEO