



June 10, 2024

Dear FCCLA Guest.

The Hyatt Regency Seattle and the Hyatt Olive 8 are excited to welcome FCCLA to Seattle for the 2024 NLC Convention over the dates of June 25 to July 4, 2024.

When the Hotel reservations were transferred from the FCCLA/Orchid Housing site to the Hotel's reservation system the Hyatt system inadvertently charge each room a \$450.00 deposit towards your upcoming stay. This fee was not approved and was charged in error by Hyatt and we apologize for any inconvenience this may have caused. Please know the Hyatt Regency Seattle and the Hyatt Olive 8 Hotels take 100% ownership and responsibility for this error and the charging of \$450.00 when the individual reservations were transferred from Orchid (FCCLA's Official Housing Provider) in no way was this due to FCCLA or Orchid. **We are in the process of issuing refunds to everyone that was incorrectly charged and the refund should appear on your cards no later than June 18<sup>th</sup> as it does take up to five (5) business days for the credit to go through.**

In response to this error and the inconvenience it has caused the Hotel is providing a \$25.00 food and beverage voucher at check-in that can be used in the Hotel during your upcoming stay for guestrooms that were charged the \$450.00.

They Hyatt properties are excited to welcome FCCLA to our city and we wish you only success for your upcoming event and competitions taking place during the upcoming NLC. We again apologize for this error.

Sincerely,

*Rusul Mousa-Bryant*  
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Rusul Mousa-Bryant  
Director of Reservations  
Hyatt Regency Seattle  
Hyatt Olive 8