



Institute of
Scrap Recycling
Industries, Inc.

www.isri.org

March 15, 2007

To: All ISRI Members
From: Kendig Kneen, Convention Chair
Subject: Marriott Settlement; New Hotel Block

For the past week, ISRI staff have been in negotiations to resolve an issue with the New Orleans Marriott that impacts several of our members and guests attending the 2007 ISRI Convention and Exposition.

On March 7, ISRI was informed that the New Orleans Marriott intended to move approximately 75% of our contract hotel block to other hotels. Further investigations have found that the New Orleans Marriott has significantly overbooked the rooms available in the hotel over the dates of the ISRI convention. This overbooking was compounded when a group occupying the hotel prior to ISRI's dates extended their meeting.

ISRI staff, consulting with the Executive Committee determined that, while there may well be grounds to fight this action, a protracted battle would not serve the best interests of the association, its members or the upcoming convention. Rather, it was more important to see that affected guests are properly compensated and that procedures are put in place so that no further disruptions of hotel space occur during this convention period. We wanted to assure that anyone affected by this situation knew well in advance of the move and where they would be staying.

In the end, a large number of ISRI guests will be moved to one of two nearby hotels, both of which are higher quality properties than the New Orleans Marriott. Guests will be relocated to the Renaissance Arts hotel and to the Iberville Suites, both premium facilities.

A Reasonable Settlement

ISRI staff worked with hotel staff, the New Orleans Convention and Visitors Bureau, Marriott corporate headquarters and other parties to develop a reasonable settlement to an unreasonable situation. The settlement allows for the relocation of ISRI guests from the ISRI hotel block provided the Marriott provides certain compensation. The hotels involved are described below. The settlement terms are as follows:

Guests who are required to change hotels will receive their first two nights in the new hotel free of charge.

Guests will have the option of remaining at the relocation hotel at the rate they would have paid at the New Orleans Marriott, or moving back to the New Orleans Marriott when and if space becomes available.

The New Orleans Marriott will subsidize additional transportation costs incurred by ISRI. ISRI will provide shuttle service from the new hotels to the convention center during event hours and between hotels in the evenings for the convenience of guests.

The New Orleans Marriott agrees that no further moves will be executed involving ISRI members after this settlement. Should additional moves occur, the hotel will pay significant penalties in free rooms and cash to the affected guests and to ISRI.

The New Orleans Marriott will contact each affected guest by mail and/or email to further explain the circumstances and provide additional information important to guests. Marriott will contact all guests who are holding confirmed reservations in the hotel by early next week. Expect contact by email, phone, and regular mail. These communications will reconfirm reservations at your current hotel, be it the New Orleans Marriott, the Renaissance Arts, or the Iberville Suites. If you have further questions about your reservations, Marriott will provide a special toll-free number to handle these inquiries.

The Hotels

For those moving, you can receive more information about the hotels at their websites.

The Renaissance Arts Hotel (www.therenaissanceartshotel.com) is a jewel in the warehouse district of New Orleans. It is located approximately 8 blocks south of the New Orleans Sheraton in the direction of the Convention Center. The Renaissance Arts is a modern facility with larger hotel rooms and luxurious amenities. A number of ISRI guests stayed at this hotel for the 2005 ISRI Convention and Exposition

The Iberville Suites (www.ibervillesuites.com) is located approximately 4 blocks west of the New Orleans Sheraton, in the French Quarter, and next to the Ritz Carlton hotel. Iberville Suites is managed and operated by the Ritz Carlton, can be accessed through the Ritz Carlton's lobby and guests can enjoy all of the same amenities available to Ritz Carlton guests.

New Hotel Blocks Opening to Convention Guests

The success of this year's convention keeps coming. Wednesday, March 21 is the last day for early registration for the convention and already, registration is at or near record numbers. The latest predictions have attendance for this year's convention around 4,000, almost matching the success of last year's convention and smashing attendance records from all previous years.

The larger attendance has prompted ISRI to begin opening new blocks of hotel rooms – something that can be important as the French Quarter Festival, one of the city's most popular festivals will be held during the weekend we are in the city.

ISRI has reached agreement with one hotel for additional rooms and expects to have two others online by the end of today (March 15). These blocks will be open until March 26, so please make your reservations soon.

The Loews New Orleans, 300 Poydras Street –
(<http://www.loewshotels.com/en/Hotels/New-Orleans-Hotel/Overview.aspx>) \$219 per night. Reservations can be made by calling 866-211-6411. This block is open and available now. Please be sure to ask for the ISRI group rate.

ISRI is currently negotiating with the Iberville Suites and the W New Orleans, and expects to have these blocks available shortly. You can keep up with the latest news at www.isriconvention.org/hotels.

Our work over the past week has been about you – about solving problems quickly and making your stay in New Orleans as pleasant as it can be. I want to give credit to both the New Orleans Convention and Visitors Bureau and to senior staff at Marriott's corporate headquarters for their assistance in settling this matter. The city is ready for us to enjoy their food and hospitality. The convention is ready with strong educational programs and the largest-ever exhibit hall.

I hope that each of you will take advantage of the world's biggest and best networking event for scrap recyclers. Registration materials are available at www.isriconvention.org.

As always, if you have questions, or if ISRI staff can be of any service, don't hesitate to call them at 202/662-8500.