



InterContinental Hotels Group
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December 1, 2005

Mr. Rusty Lucas
P.O. Box 422
Sandusky, OH 44871

Dear Mr. Lucas.

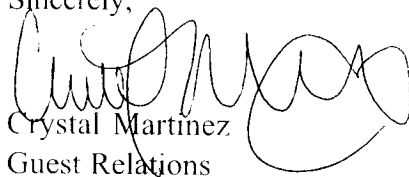
Thank you for contacting Guest Relations regarding your experience with the Holiday Inn Express in Pittsburgh, PA. We greatly appreciate you taking the time to bring this matter to our attention and apologize for any confusion with the hotels purchasing policy.

Many InterContinental Hotels Group properties are franchised, independently owned and operated. In this case, the hotel management and ownership determine their own purchasing policy, and furnish the rooms through local vendors. InterContinental Hotels Group is not involved in the purchasing of the guest room amenities.

I was unsure of what hotel you stayed at, as I was unable to find your reservation information. If you would like to discuss this matter further or require any further information, please contact the hotel you stayed at directly.

Once again, we appreciate you taking the time to share your comments with us. We know you have many choices when it comes to lodging and we hope you will continue to choose InterContinental Hotels Group for your future travel needs.

Sincerely,


Crystal Martinez
Guest Relations

Reference No. 1775411

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