Hilton
Prague

Prague, 06/06/2012

Dear Mr. Nick Tomasso,

This letter is to explain the situation which occurred in relation to the accommodation blocks for the ICANN meeting in June 2012 at the Hilton Prague.

The Hilton Prague went through a Property Management System change in April 2012. During the change both ICANN room blocks have been mistakenly interlinked which allowed the system to book more rooms then the actual inventory. This resulted in a high overbooking situation which forced us to relocate some of the ICANN attendees to different hotels in Prague.
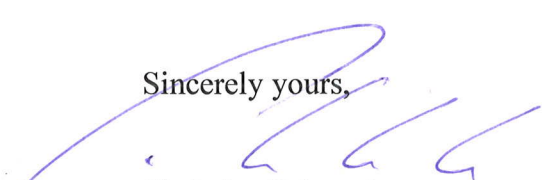
Furthermore we would like to apologize for the fact that this situation has not been communicated to the ICANN event organizers when it was first identified and that the handling of this situation was not discussed.

Several ICANN guests have been contacted by Hilton Prague with the message that they are being relocated to another hotel in Prague. With the agreement of ICANN event organizers these guests have been contacted again by Hilton Prague to reconfirm that their reservation remains unchanged and that we apologize for any inconvenience caused.

The Hilton Prague still has more reservations then bedrooms during the period of the ICANN meeting, but both the Hilton Prague team and the ICANN event organizers are together working on minimizing the overbooking situation in order to be able to accommodate as many ICANN attendees as possible.

Please accept our sincere apologies and rest assured that the Hilton Prague team will do the utmost possible to ensure that the ICANN meeting in June 2012 at the Hilton Prague will be a great success.

Sincerely yours,

Christian Schwenke,
Director of Business Development
Hilton Prague and Hilton Prague Old Town