

To: Denver Reunion Registrants
From: VHPA HQ
Subject: Room Reservation Cancellations
Date: 25 March 2020

To everyone who made a hotel reservation at the Downtown Sheraton or the Courtyard Marriott for the 2020 reunion, YOU will have to cancel your own room reservation. The PassKey system does not have the capability for HQ to batch or group VHPA registrants to do that. This will be no different than for those of you who purchased airline tickets or pre-paid for discounted rental car reservations.

Cancellation steps for the Sheraton:

1. Go to the VHPA website at vhpa.org
2. Go to the VHPA reunion page.
3. Click on the following link:

<https://book.passkey.com/event/49900388/owner/3130/home>

4. Click on "Manage Existing Reservation."
5. Put your hotel confirmation number and last name in the boxes as requested.
6. Click on "Submit."

If you run into difficulty, their telephone number is: (888)-627-8405.

Cancellation steps for the Courtyard:
--

1. Call the Marriott Courtyard at (303)-571-1114
2. Identify yourself as a VHPA member.

REFUNDS: HQ has begun the refund process for the Denver reunion. You will be receiving a FULL refund (minus dues, donations, and directory orders), and as indicated previously, that will take place over the next 6 weeks or so, but before the original reunion dates.

And, as you may well imagine, the processing of refunds for some 500 individual registrations is a time-consuming administrative task and we ask that you refrain from calling HQ to inquire about your refund or the process.

Thank you for your cooperation during this very unique time.