



# Prairie View A&M Foundation

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September 13, 2011

Panther Fans,

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Although Prairie View A&M University was not victorious in the MEAC-SWAC Challenge, alumni and other supporters experienced an additional challenge in the choice of the Prairie View A&M University host hotel, Sheraton Safari. The Prairie View A&M Foundation expects Prairie View A&M University alumni, fans, supporters and donors to be provided with first class accommodations.

The Foundation has worked with Anthony Travel to obtain an apology along with additional benefits for the guests who did not change their original reservation and stayed the scheduled dates at the Sheraton Safari and Suites while in Orlando.

Please find attached the Anthony Travel apology and hotel guest considerations.

Sincerely yours,

Roy G. Perry  
President - Chairman  
Prairie View A&M Foundation  
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Dear Prairie View Alumni and Fans,

On behalf of Anthony Travel, I would like to apologize for the condition of the Sheraton Safari Hotel and Suites during the MEAC/SWAC Challenge. This property was chosen based on the outstanding reviews and recommendations of other HBCU Alumni Groups that used this hotel during previous MEAC/SWAC Challenge events. Unfortunately, our experience with this year's event was far from outstanding.

When Anthony Travel learned of the remodel and construction on the property, we were reassured by the management of the Sheraton Safari Hotel that the construction would not negatively impact our guests. We have managed other successful events at hotels that were undergoing construction so this situation is not unusual. Given that the location of the President's Breakfast was not changing, and the assurances we received from hotel management, we decided to keep the group at the Sheraton. Upon my arrival at the hotel, I knew immediately that the construction would have a significant negative impact on our guests.

Prior to departure, all Anthony Travel guests received information via email that included resources to assist travelers during and immediately prior to their trip. This information included the address of the hotel, the itinerary of the MEAC/SWAC Challenge events and contact information for on-site Anthony Travel representatives. A majority of our guests contacted us on-site and we re-accommodated those guests at no additional cost.

Those Anthony Travel Guests who remained at the Sheraton, despite the conditions, will receive a credit for one night's room rate and tax in addition to a complimentary two night stay for future use. Alumni will receive a letter from the hotel in addition to the gift certificates via U.S. mail. This credit should be processed within the next week, if not sooner. If you meet the criteria, and you haven't heard from the hotel or received your credit from the hotel by September 30<sup>th</sup>, please contact Nicky Bonner at [nickybonner@anthonytravel.com](mailto:nickybonner@anthonytravel.com) or 214-363-1247.

Again, please accept our sincere apologies for any unfavorable conditions you may have experienced during your stay at the Sheraton Safari and Suites.

Sincerely,

*Nicky Bonner*

Nicky Bonner  
Senior Event Coordinator