

Best Western Asheville Biltmore

22 Woodfin St.
Asheville, NC 28801
(828) 253-1851

June 14, 2007

RE: Hotel Renovations

Dear Future Guest:

Thank you for choosing the Best Western Asheville Biltmore for your stay during the 2007 International Herpesvirus Workshop on July 6-13, 2007. We are looking forward to welcoming you to our hotel and the beautiful city of Asheville, NC.

To keep up with the growth of this flourishing downtown hub and demands for quality full-service hotels we began a multi-million dollar renovation to the property as of January 2007. The renovations are to convert our property to a Four Points by Sheraton with an anticipated conversion date of October 2007. The renovations include upgrades to all existing guest rooms, corridors, public spaces, meeting facilities and on-site restaurant; in short, a complete make-over for our valued guests and clients.

During your stay all construction will be redirected to areas other than guest wings. Any construction to these areas will not begin until 9am each day and will conclude by 6pm each day. Room types will be a mixture of renovated, partially renovated, and yet to be renovated. We assure you that whatever room type you are given that you will be comfortable and all standard amenities will apply, i.e. Hair Dryers, Iron and Ironing Board, Color Television w/ 50 channels including HBO (some will be the new 32" LCD Flat Screen wall mounted televisions and some will be the standard 27" televisions), In-Room Coffee Makers (tea and coffee), and Complimentary Wireless Internet. Bath amenities include Shampoo, Lotion, Body Soap and Facial Soap. Our on-site restaurant and bar was closed as of May 1 for renovations. Continental Breakfast continues to be served daily in our Ballroom. For your convenience the front desk will provide an extensive list of restaurants within walking distance of the hotel.

We are excited about the changes to the hotel. We are confident that your stay during this period will be comfortable and pleasant. If you have any questions regarding your reservation please contact the hotel front desk at (828) 253-1851 and they will be happy to assist you.

Sincerely,

Brynn Thomas
Associate Director of Sales