

May 14, 2009

RE: Donation Request

Thank you for your interest in Bonneville Hot Springs Resort & Spa. Since the Resort opened six years ago, we have generously donated goods and services to numerous fund-raising and philanthropic organizations throughout Washington and Oregon. Over the last three years, the Resort provided donations to over 1000 individual organizations.

Our previous policy was to offer Resort goods & services in the form of a Gift Certificate donation that the receiving organization may use to raise money at auction. It is common in the hospitality industry to restrict donations to be used "Off Season", or during a time of adequate availability. This policy has worked well for us over the years and many organizations have benefited. Unfortunately, a complaint was filed with the Attorney General of Washington in May of 2009 by a donation recipient. The recipient was denied use of an expired Gift Certificate and filed complaint because they were not allowed a full 12 months to use the certificate. Washington State Law, RCW 19.240.050 requires that donations remain valid for at least one year and unfortunately we are unable to make donations based on these guidelines. Even though many of you soliciting donations would be happy with any donation, restricted or otherwise, the recipient may not agree and has grounds to file a complaint if they are unsatisfied.

I apologize for our change in policy and hope that those of you that have received past donations will understand and will continue to support Bonneville Hot Springs Resort & Spa and its endeavors.

Sincerely,

Gary Sorrels
General Manager