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Austin, Texas 78701
512-479-0425 ext. 20

May 2, 2011

Rich Verruni
Bishop's Lodge Resort & Spa
1297 Bishop's Lodge Road
Santa Fe, New Mexico 87501

RE: Southwestern Ice Association

Rich –

I can't thank you and your staff enough for such a successful convention. I have never had such a smooth experience with a hotel. The staff went above and beyond in everything they did for the Southwestern Ice Association. You have such a wonderful team. I can't thank Maria Creighton enough for everything she did before, during and after the convention. She has such a warm heart and was so kind. It is hard not to worry about details of events once you get on-site with a hotel but after meeting your staff and working with Maria, I was at ease. I can't wait to come back.

Thanks,

Stephanie Bulak
Associate Executive Director
Southwestern Ice Association