

Tuesday, January 2, 2024

Dear, NNERPC Conference Committee,

The Mountain View Grand Resort and Spa is fiercely committed to the well-being and satisfaction of all our guests. In order to be transparent and provide our guests with important information, we wish to tell you that the State of New Hampshire, Division of Public Health Services (DPS) notified us yesterday that two former hotel guests were diagnosed with a type of pneumonia called Legionnaires disease.

The hotel is fully cooperating with the DPS investigation. In fact, the hotel is retaining its own Industrial Hygiene firm to perform an independent investigation to make sure that all our guests are protected from any sources of water borne bacteria that may cause pneumonia or Legionnaires disease.

At this early part of the investigation, not much factual information is known. The allegation is that two unrelated elderly individuals, from out of state, who stayed in different rooms, were diagnosed with Legionnaires disease sometime after staying at the hotel. One guest is alleged to have stayed at the hotel during the month of October and another during the month of November 2023. Since that time more than 15,000 guests have stayed at the hotel, without any complaints of illness.

The DPS visited the hotel yesterday and took water samples from various locations on the property. We have been told that we will learn the test results within approximately seven days. In the meantime, we have closed the hot tub in an abundance of caution.

Thank you for your patronage.

A handwritten signature in black ink, appearing to read 'Lloyd Van Horn', written in a cursive style.

Lloyd Van Horn

Managing Director