



Hyatt Regency Denver sincerely apologizes to National Association of School Psychologists' President Dr. Celeste Malone and her guests at an event in our hotel during NASP's 2023 Convention for not providing them with an experience that is consistent with Hyatt's strong commitment to equity, diversity and inclusion.

We want to begin by thanking Dr. Malone, NASP members and convention attendees, and the broader Black school psychology community who have reached out to us to share their concerns over what has transpired this past week.

Our goal is to treat every person who walks into our hotel with empathy and dignity, and we believe that we did not deliver on that experience for Dr. Malone and her guests on the evening of February 8. Hyatt is conducting a thorough investigation of the colleagues involved, and the entire hotel staff will be re-trained in diversity, equity and inclusion.

We are working with Dr. Malone and NASP leadership to determine a path forward. In addition to re-training the team, we are planning to compensate and apologize to the individuals involved and make substantive donations to organizations important to NASP. We have discussed a focus on supporting graduate education of Black and other minoritized school psychologists. We have also invited Dr. Malone and NASP to work with us to ensure that all NASP attendees feel genuinely safe and welcome at future events hosted at Hyatt properties.

We trust we can continue a productive dialogue with Dr. Malone and NASP.

Sincerely,

Greg Leonard
General Manager, Hyatt Regency Denver