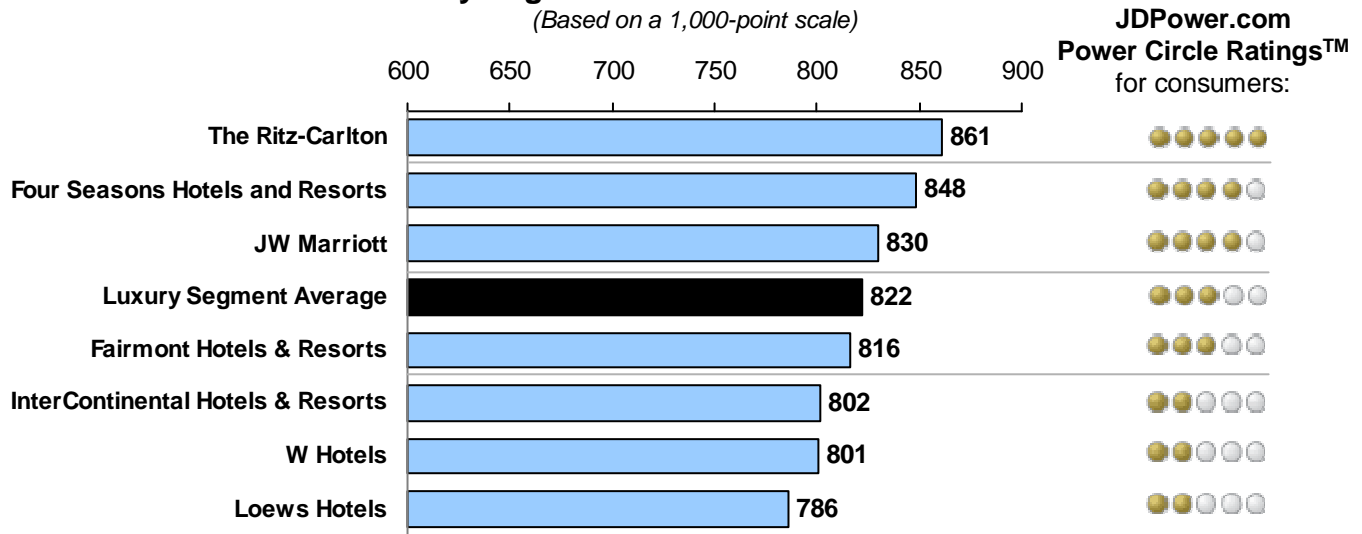


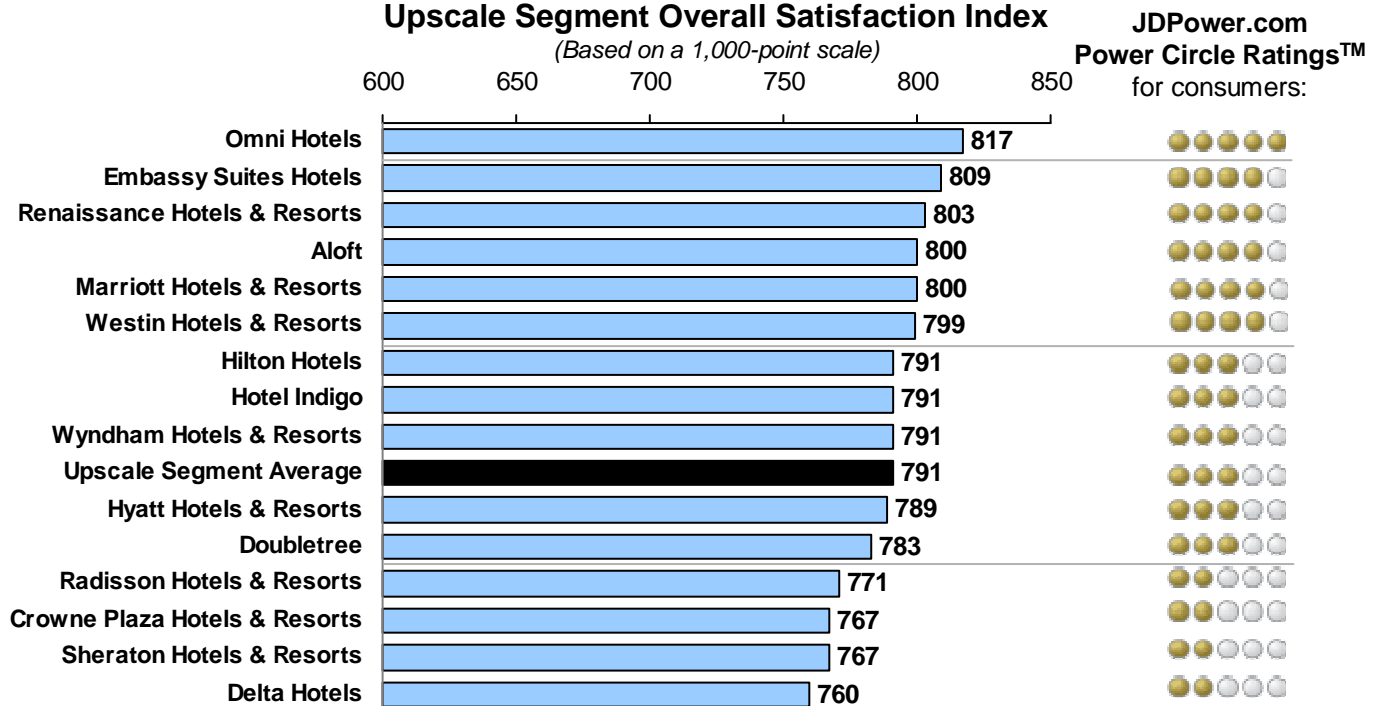
J.D. Power and Associates 2010 North America Hotel Guest Satisfaction Index StudySM

Luxury Segment Overall Satisfaction Index (Based on a 1,000-point scale)



Included in the study, but not ranked due to small sample size are: Le Méridien Hotels and Resorts, Millennium Hotels and Resorts, Park Hyatt Hotels, St. Regis Hotels & Resorts and Sofitel.

Upscale Segment Overall Satisfaction Index (Based on a 1,000-point scale)



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power and Associates 2010 North America Hotel Guest Satisfaction Index StudySM

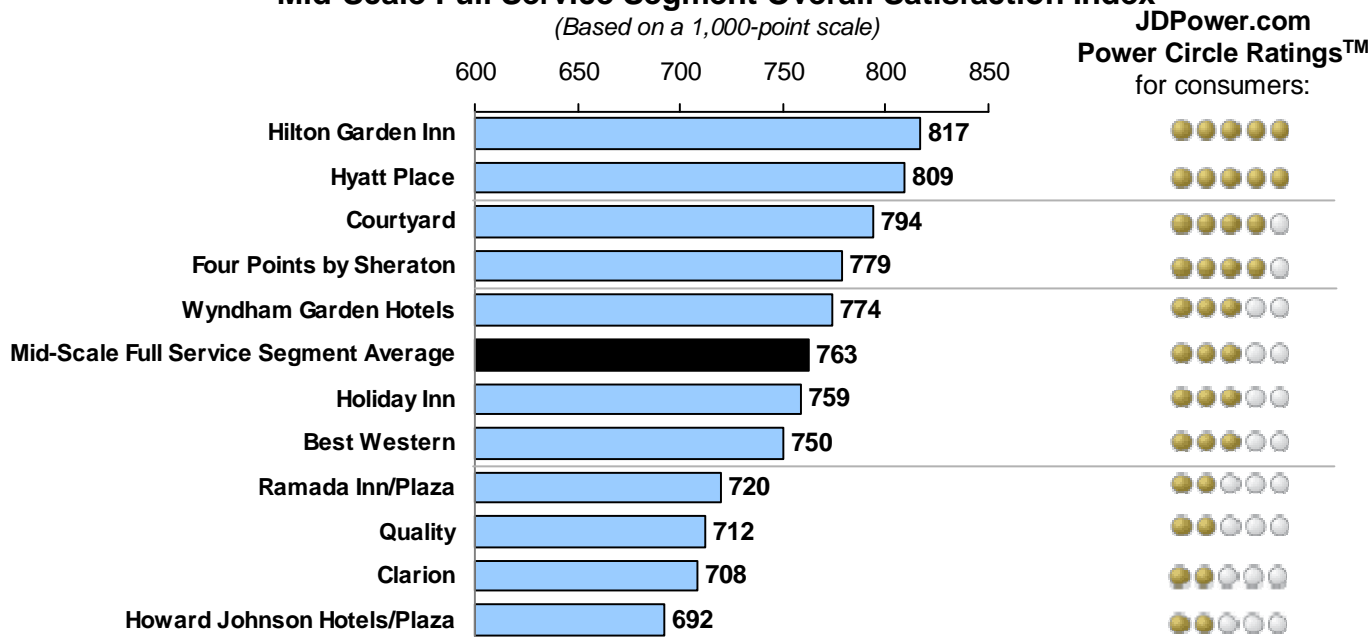
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2010 North America Hotel Guest Satisfaction Index StudySM

Mid-Scale Full Service Segment Overall Satisfaction Index

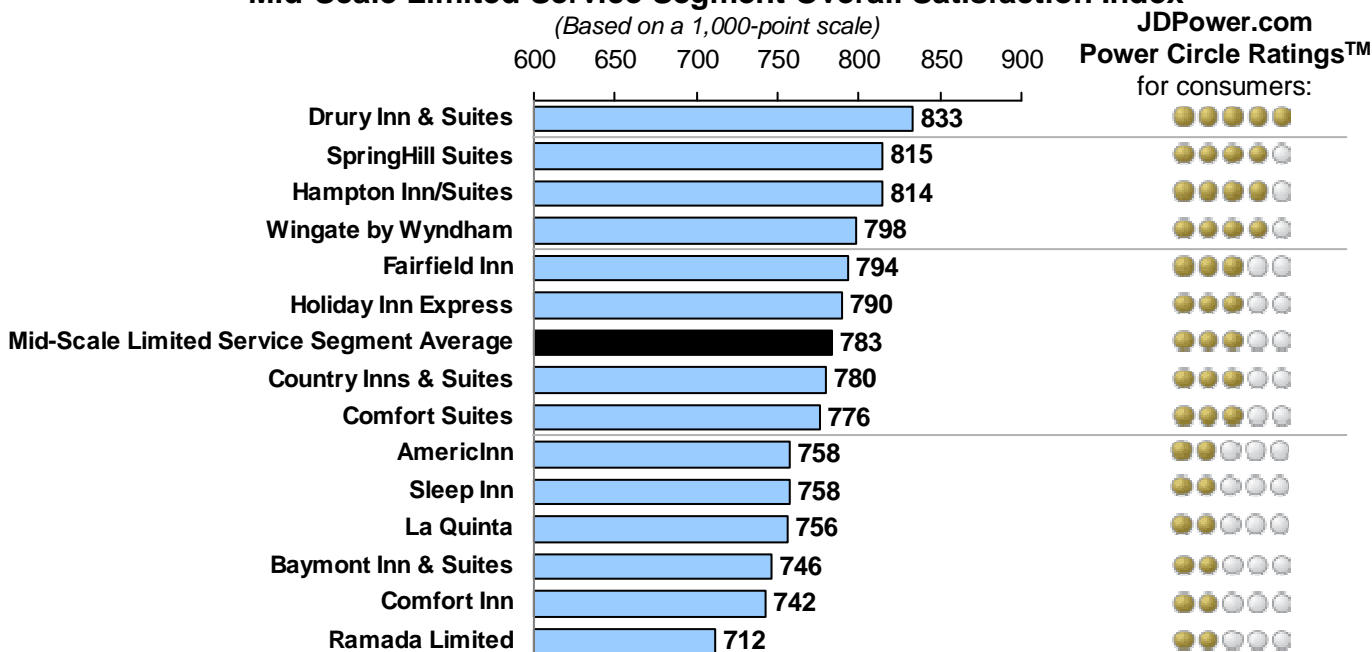
(Based on a 1,000-point scale)



Included in the study, but not ranked due to small sample size is Cambria Suites.

Mid-Scale Limited Service Segment Overall Satisfaction Index

(Based on a 1,000-point scale)



Power Circle Ratings Legend

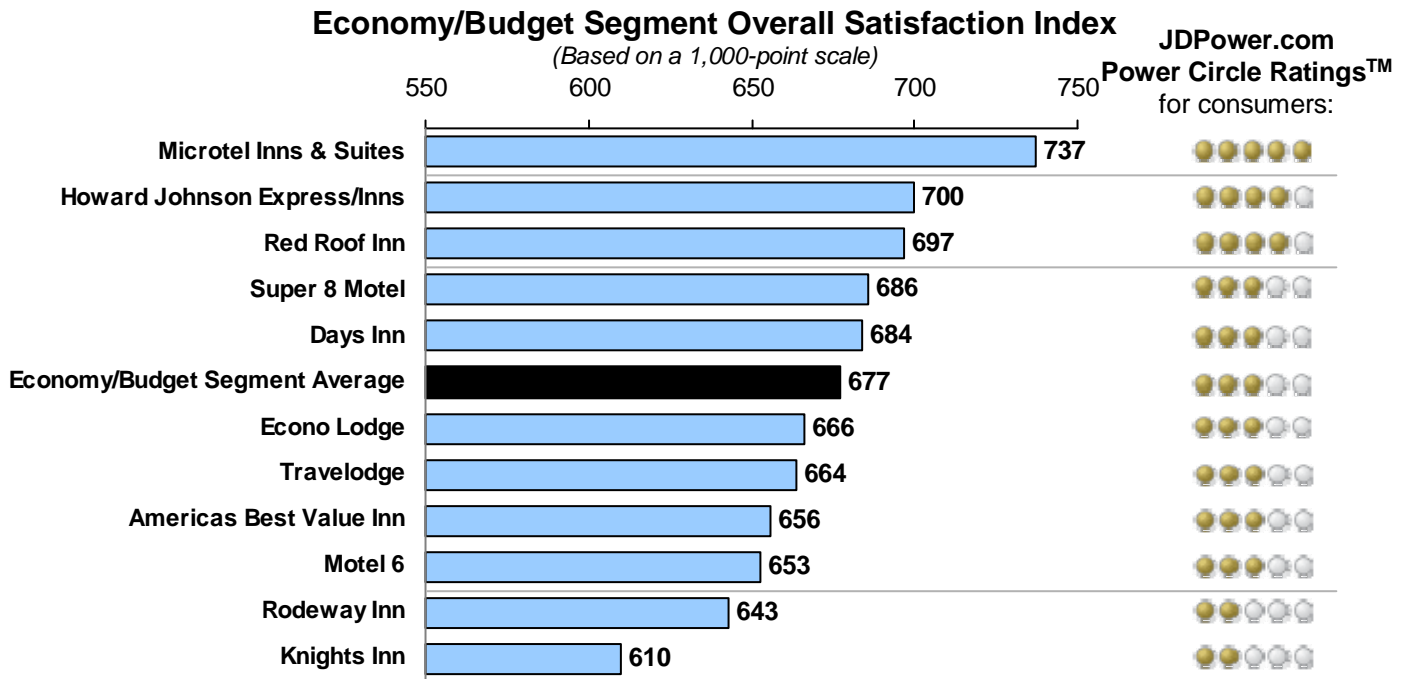
- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power and Associates 2010 North America Hotel Guest Satisfaction Index StudySM

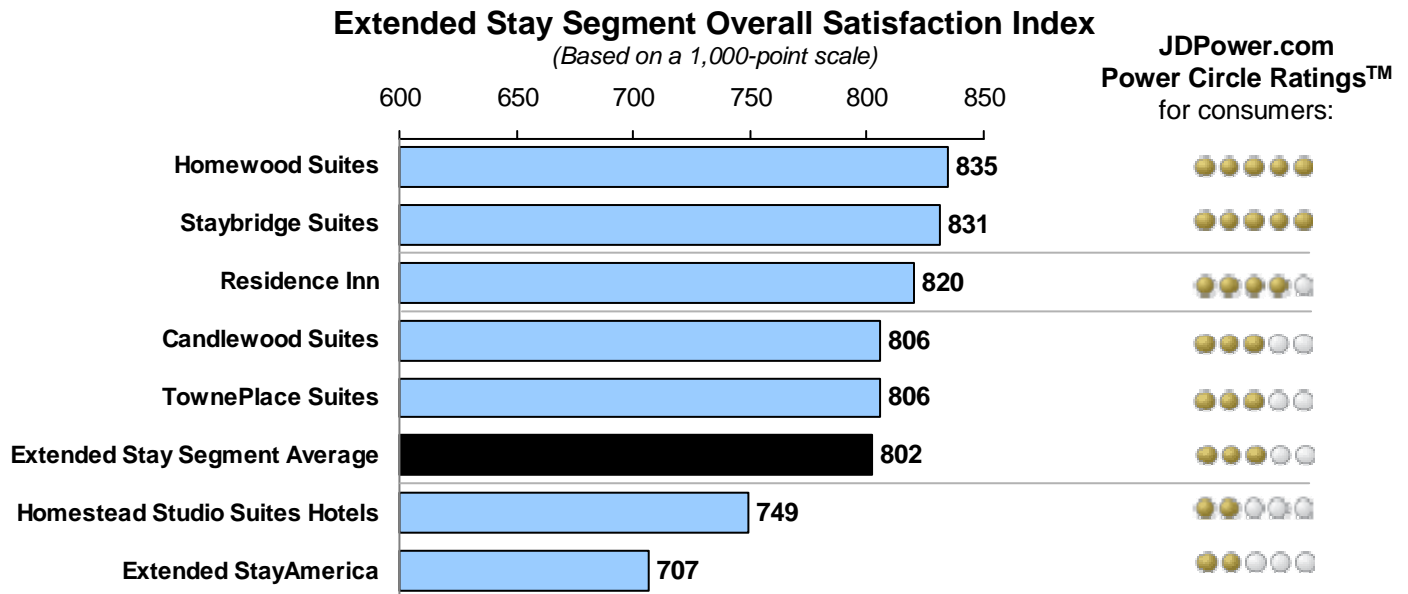
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2010 North America Hotel Guest Satisfaction Index StudySM



Included in the study, but not ranked due to small sample size are: America's Best Inns & Suites, Budget Host Inn and Country Hearth Inn.



Included in the study, but not ranked due to small sample size are: Hyatt Summerfield Suites, Hawthorn Suites, MainStay Suites and Studio 6.

Source: J.D. Power and Associates 2010 North America Hotel Guest Satisfaction Index StudySM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

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