Good Morning Katie,

While there are many things beyond our control, our commitment to you and your event remains steadfast.  Please see the following message from John Solis, Senior Vice President of Sales and Client Services:

The City of Houston is very excited and look forward to hosting your **2021 Lone Star 18's Super Qualifier.** As you continue your 2021 planning process, rest assured our Client Services Team is dedicated to assist with all of your needs to ensure a successful and safe event. We understand that future events require fresh ideas, and we are committed to mutual success.

**SAFETY:** We recognize the safety of your staff, sponsors, attendees, etc. is the utmost priority in the planning process and our city reciprocates this urgency through our [**Road to Recovery**](https://assets.simpleviewinc.com/simpleview/image/upload/v1/clients/houston/RoadToRecovery_fa3af01a-072d-4570-b259-dea5235d5ee6.pdf)**.**

**FLEXIBILITY:** We understand there are new criteria for social distancing, food and beverage, etc. and our team of professionals is eager to brainstorm creative solutions to re-imagine your event. We are readily available to coordinate conference calls with any necessary stakeholders or engage in whatever manner best suited for your needs.

**COMMUNICATION AND TRANSPARENCY:** We acknowledge you are inundated with new information and significant decisions will be required leading up to your event. Our team will provide the most up to date information to help navigate these complex scenarios. Per our call, I am attaching a restaurant listing.

**INNOVATION:** Our city and team are vested in your success and are constantly seeking innovative ways to enhance your experience. The convention center has made significant enhancements to our facility, and will continue to do so:

* Ours is the first convention center in the world to deploy the **Integrated Viral Protection (IVP) system.** This is the world’s first biodefense filtration technology proven to eliminate SARS-CoV-2 (99.999%) and other airborne contaminants, and was recently awarded the 2020 Emerging Technology Award by The American Society of Mechanical Engineers (ASME)’s.

* **Virtual studio inside the convention center** provides additional flexibility to maximize opportunities for hybrid experiences.

* Permanent thermal scanning stations located at all entry points can process **up to** **100 guests per minute.**

As you prepare for the 2021 event, our commitment is to support and strengthen your efforts. Natalie Young will remain as your primary point of contact and facilitate any and all of your questions as they arise. On behalf of more than 120,000 members of our hospitality community, we sincerely appreciate your business and your commitment. We look forward to welcoming everyone to Houston and please let me know if I can be of any assistance.

All the best,

Shape

Description automatically generated with medium confidence

John Solis  
Senior Vice President of Sales & Client Services