September 25, 2017

To Whom It May Concern,

As you are likely aware, Puerto Rico has recently suffered devastating high winds and flooding from Hurricane Maria, and much of the country remains without access to power, clean water, food, and medical assistance. Homes and businesses have been destroyed, and are not projected to be up and running in the foreseeable future. The North American Association for Environmental Education (NAAEE), a non-profit organization working to advance environmental literacy, was set to host a number of events in San Juan, October 15 - 21, as part of our Annual Conference and Research Symposium.

Although San Juan is trying to get up and running, we have just learned that the Caribe Hilton, our planned conference venue, will not be reopening until October 31, thus we cannot move forward with this event. And with so many infrastructure concerns (power, communication, water, health care, etc.), NAAEE, in consultation with our partners, felt that we couldn’t guarantee a positive conference experience. The last thing we wanted to do is hinder recovery efforts or put more of a burden on our hosts and the people of Puerto Rico.

NAAEE has guaranteed a full refund of conference registrations for those who had registered. The Hilton Caribe and Hilton Condado, our host hotels, will be issuing full refunds in the next few weeks as well, and AirBnB users are able to cancel their reservations without penalty because of the disaster.

We have heard that most airlines are willing to issue full refunds as well, provided the customer can show an official letter of cancellation from us. We hope this letter can serve as that official notice.

Thank you so much.

Sincerely,

Judy Braus
Executive Director, NAAEE