



June 20, 2009

Dear Encore Guest:

As you are now aware, we have experienced a failure of our primary source of Hot Water that services all of our Spa Level facilities and hotel guest rooms. While we have a team of engineers and trades-people working to resolve the problem, we will not likely have the hot water restored until this evening. In the event you need access to a shower, we will make our Spa Facilities at Wynn available to you on a complimentary basis. In addition, I have instructed my Operations team to apply a \$50 credit to your hotel folio.

For 40 years I have been developing and operating resorts and I have never experienced a problem such as this. These complexes are designed by engineers, who craft systems to help us avoid critical failures. In addition, my management team is focused on fulfilling your every expectation. As such, we are all embarrassed and deeply sorry for the inconvenience this has likely caused.

Please know that beyond restoring the hot water, we are all dedicated to restoring your faith in us. Again, I thank you for your patience and tolerance as we work to resolve this problem.

Respectfully,

Stephen A. Wynn  
CEO, Chairman of the Board  
Wynn Resorts