

Tripmasters, Inc.



COPY

4920 Plainfield Avenue, N.E.
Grand Rapids, Michigan 49505-1019
Telex 4593232, Telephone 616-364-6231
Toll Free 800-878-7800, Telefax 616-364-8432

Specialists in Group, Custom, and Incentive Travel

July 14, 1995

Russ
This was not sent!
Bob

Mr. Carl A. Brizzi, Jr.
7677 Helmsdale Drive
San Jose, California 95135

Re: Airport Transfer Arrangements for Land Only Passengers

Dear Mr. Brizzi:

I am in receipt of your letter of July 10, 1995. After more than 20 years in the travel business, I can amply empathize with the "empty feeling" one experiences when a flight delay thoroughly bollixes up one's travel plans.

To answer your question as to why I made a special telephone call to you to inquire about your air flight schedule, I did so in hopes that we could assist in your transfer. Although transfers were to be provided only for passengers utilizing the group air arranged for the tour program, our Company attempts to assist all passengers in making their individual air travel plans coordinate with those of the group as a whole.

As I indicated in our telephone conversations, we were happy to be able to arrange a transfer to Bedford for you, as the motorcoach coming from Gatwick Airport with the group could divert into the Heathrow Airport complex to pick-up you and your wife. The plans were contingent, however, on your being able to be at the rendezvous point at the specified time. The driver waited at the hotel for an additional half hour after the scheduled times and then, only after leaving a message for at the hotel's front desk, left for Bedford with the group.

The specifics of your air arrangements were requested so as to determine whether a pick-up was possible. Because of the commitment to the rest of the group to transfer them to Bedford in a timely fashion, it was not our intention to monitor your individual flight arrangements. In fact, the specifics regarding the pick-up at Heathrow that were conveyed to the British ground operators did not include your flight schedule, as they were not charged with the responsibility of meeting and greeting you at your flight.

Mr. Carl A. Brizzi, Jr.

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In addition, your return flight schedule was requested to determine whether the group's return transfer to Gatwick Airport could be deviated to accommodate a stop at Heathrow. Because of the timing involved, it was not possible. Your final documents, specifically in the Departure Letter, a copy of which is enclosed, noted that you would be bidding "the group adieu at the hotel" instead of accompanying them to the airport. The fact that a transfer to Heathrow Airport was not included should not have been "new news."

In regards to your comments regarding the increase in the tour price, let me assure you that it was not your responsibility to fill the tour. It was our responsibility, however, to fully inform you of the terms and conditions of the tour. In the brochure, a copy of which is enclosed with pertinent provisions highlighted, it was stated that the tour cost was based on a minimum of 42 passengers and an exchange rate of .64 British Pounds to 1 U.S. Dollar. It further states that if these factors were to change, a price adjustment could occur without prior notification.

Well, participation was roughly one-half of the projected amount and the drop of the Dollar compounded the problem. We do not like to pass on cost increases, but when necessary we do so as promptly and personally as possible. That was the reason for personal telephone calls made to you and the other tour participants. I did not want to send an impersonal form letter on a matter of such importance.

Since 1990, with over 200 different group departures, we at Tripmasters have been fortunate to have had to pass on price increases for only five group departures. I find this fact to be a testimonial to our successful attempts in pricing and participation planning. In addition, our policy of personally contacting individual participants subject to a price increase by telephone is virtually unheard of in our industry.

In regards to your aside concerning your assumption that the price increase was not related to airfares, please be assured that the increase experienced by land only participants was directly related to land cost increases. Passengers who participated in the entire program, including air from their hometowns, experienced larger increases when the air component was factored into their costs. The land only increase was the base from which their individual increases were calculated.

To sum up this lengthy response, I believe that our Company adequately informed you regarding the terms and conditions of the tour, and its pricing, and that we went the extra mile to help out passengers who decided to do their "own thing" regarding air arrangements. We clearly communicated that the efforts were made to accommodate you, without incurring the cost for the rest of the group. We communicated by telephone and also via the Departure Letter that there was a

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specific pick-up place and time for the transfer to Bedford and that no return transfer to Heathrow was being arranged.

I, therefore, cannot agree with your assertion that the costs you experienced should be borne by our Company. I am sorry for the hard feelings that this has engendered, but we cannot reimburse you for expenditures that were, and are, not our Company's responsibility.

Best regards,

TRIPMASTERS, INC.



Rodney J. Obermiller
Vice President - Sales

Enclosures

RJO/jr

cc: Mr. Russell A. Strong

have to take a taxi and what it would cost us.

I have stated my case and filed my claim. I trust you will look upon it favorably and await your reply.

Yours truly,

Carl A. Brizzi, Jr.
7677 Helmsdale Drive
San Jose, California 95135



Atlas Cars
(Heathrow Limited)

66 New Road
Hayes, Harlington
Middlesex UB3 5AW

Tel : 081 897 2044
081 897 6767
081 759 2140
Fax : 081 759 5150

Our Ref :

Date : 10/5/90

Your Ref :

Invoice To :

Details of journey

FROM HEATHROW
AIRPORT TO BEDFORD
SWAN HOTEL

Goods / Passengers Names :

Car
Estate
Van

Time : 11:30
Mileage :
Fare :
Waiting :
Grats :

Passenger's Signature

TOTAL : £107.00

RECEIVED JUL 13 1995

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July 10, 1995

Mr. Rodney J. Obermiller
Tripmasters, Inc.
4920 Plainfield Avenue, N.E.
Grand Rapids, Michigan 49505-1019

Dear Mr. Obermiller,

What a surprise to receive your letter of May 25, welcoming us back from our trip to Enoland with the 306th Bomb Group Assn. Tour then only to find that you were telling us to stuff the cost of our taxi fare from Heathrow Airport to Bedford because our flight was 2 hours late in arriving. Maybe you've never been left stranded at an airport of a totally strange city before so how could know what an empty feeling one experiences when it happens after a 10+ hour flight and an 8 hour time change.

You have explained very carefully that it was our responsibility to get ourselves to Bedford as best we could if we did not make connections at the Ramada Inn with the tour bus. Why then, did you make a special telephone call to us, asking the arrival time of our flight at Heathrow and also the flight number. I would have assumed that you passed this information on to Witte Travel so that the coach driver could check with the airline in case there was a delay.

Since we are talking about responsibility, you didn't hesitate to call us and advise us that it was going to cost us an additional \$200 per person because you could not fill the tour. Was this also our responsibility? I think not!! Furthermore, I might assume that the additional cost was related to increased airline fares of which we were not a part and yet you chose to charge us an additional amount anyway.

Finally, when we left London to go to Heathrow Airport, we were told at the last minute that the bus could not take us because it would take too much time. Hence, in addition to the 67 pounds it cost us to get to Bedford by taxi, it cost us another 27 pounds to get to the airport from the hotel in London.

Mr. Obermiller, I am not happy with this situation for the simple reason that we paid for the land tour which, in my opinion, covered all costs from the time we arrived at Heathrow Airport until we left Heathrow Airport. I am, therefore, making a formal claim for 94 pounds as indicated above and enclosing the receipt for the Bedford trip in the amount of 67 pounds given to me by the driver. I do not have a receipt for the taxi fare from the hotel to the airport but Russell Strong will verify that amount since he was the one who advised us the morning of our departure that we would

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airfare increase or to take advantage of special air fare discounts. Should such a situation arise, every effort will be made to finalize pending special flight arrangements at that time also. If special flight arrangements cannot be finalized in time to avoid the air fare increase or take advantage of a special air fare discount, or if they are later changed, the additional costs involved will be the responsibility of the passenger.

SPECIAL LAND ARRANGEMENTS: If you will be spending additional time in Europe, we will be happy to assist you with special land arrangements, such as car rental, Eurailpasses, train tickets, etc. We can also provide information on and make reservations for other tour packages. As for special hotel reservations, we encourage you to wait until you are in Europe, where you will find many pleasant, inexpensive guest inns and bed-and-breakfast houses in the range of \$25 to \$40 per room per night. This type of accommodation cannot be reserved in advance but is readily available throughout Europe. If you prefer to have advance hotel reservations, we can certainly make them for you; however, the hotels we can book for you are apt to be in the range of \$80 to \$100 per room. In addition, we must charge a hotel booking fee of \$5 per room per hotel. *All requests for special land arrangements must be received by Tripmasters, Inc. not less than 45 days prior to departure.*

TIME AWAY FROM THE TOUR: If you plan to spend some time away from the tour, advise Tripmasters, Inc. in writing not less than 45 days prior to departure. In many cases, you will receive credit for the nights you do not stay at the hotel with your tour group. No credit can be given for any other services voluntarily missed by the tour participant.

FINAL TOUR DOCUMENTS: Approximately 10 days prior to the departure, you will receive a travel documents packet containing a final day-by-day itinerary, a hotel mailing list, a passenger rooming list, flight schedules and departure instructions, and luggage tags and decals. Normally, flight tickets are made available at the airport at check-in time.

RESPONSIBILITY: As the tour operators, Tripmasters, Inc. and Witte Travel will be responsible for supplying the services and accommodations outlined in the brochure as constituting the tour, except to the extent that such services cannot be supplied, wholly or partially, owing to circumstances beyond its control. In such cases, the tour operators will use their best efforts to supply alternative services and accommodations, and no refunds will be granted provided that the alternatives are comparable to the original services and accommodations included in the tour cost. The tour operators and their agents, sponsors, organizers and employees shall not be responsible for any injury, loss, damage, accident, delay, irregularity or expense arising from strikes, weather, sickness, governmental restrictions or regulations or from any act or omission on the part of any individual or company furnishing transportation, accommodations or any other services to the tour participants; nor shall the tour operators be responsible for any injuries, death, damages, loss or delay in any means of transportation or by reason of any event beyond its actual control.

The tour cost as indicated in this brochure is based on current tariffs for hotels, airlines and other suppliers to be used and on the international exchange rates and group size indicated in the brochure. The cost is subject to adjustment without prior notification in the event of changes therein. If such an adjustment results in an increase of more than ten percent of the advertised tour cost, the participant may cancel and receive a full refund, provided that written notice of cancellation is received by Tripmasters, Inc. within 10 days after the participant has been notified of the increase.

Tripmasters, Inc. reserves the right prior to departure to make changes in the tour dates or itinerary routing should circumstances make such necessary. If significant changes in the routing are made and/or if the dates of the tour are changed by more than two days, the participant may cancel and receive a full refund, provided that written notice of cancellation is received by Tripmasters, Inc. within 10 days after the participant has been notified of the change.

In case of insufficient participation, Tripmasters, Inc. may cancel the tour. In the event of cancellation of the tour by Tripmasters, Inc., its liability will be limited to a refund in full of all monies paid by the participants. If available, Tripmasters, Inc. will offer an alternative trip which the participants may accept or reject.

TERMS AND CONDITIONS

THE COST OF YOUR TOUR INCLUDES THE FOLLOWING:

AIR TRANSPORTATION round trip from the U.S. is available from airports served by Northwest Airlines. Your tour cost, as reflected on the cover page of this brochure, is based on the region from which you will be departing. Following are the regions, with the applicable state abbreviations listed: **East Coast:** CT, DC, DE, MA, MD, ME, NH, NY, NJ, PA, RI, and VT; **Great Lakes:** IL, IN, MI, OH, and WI; **South:** AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX, VA, and WV; **West Coast:** CA, NV, OR, and WA; **Great Plains:** IA, MO, MN, KS, NB, ND, and SD; and **Rockies:** AZ, CO, ID, MT, NM, UT, and WY.

Air transportation is based on the nonrefundable/nonchangeable Advance Purchase Excursion fare which requires a minimum stay of 7 days; maximum stay, 21 days. Tickets are issued 45 days prior to departure. If an opportunity arises to ticket earlier to avoid an air fare increase or to take advantage of a special air fare reduction, passengers will be notified. Passengers who cancel their reservations after tickets are issued will forfeit the total air fare. This air fare penalty is in addition to the penalties as noted under "Cancellation and Refunds." If cancellation results from the death of the passenger or an immediate family member, as documented by a death certificate, the air fare penalty will be waived.

LAND TRANSPORTATION for the complete itinerary by deluxe motorcoach. Ferry transportation as indicated in the itinerary is also included.

ACCOMMODATIONS in superior tourist- and moderate first-class hotels on the basis of two persons sharing a room with private facilities. The supplement for anyone requiring single accommodations is \$450.

BREAKFAST DAILY AND THIRTEEN (13) TABLE D'HOTE DINNERS. Breakfast typically includes toast, bread or rolls, butter and preserves, fried eggs with sausage or bacon, fruit juices and coffee or tea. Table d'hote dinner normally includes soup and/or salad and/or appetizer, an entree of beef, pork, chicken or fish with vegetables and dessert. Table d'hote dinner does not include any beverages. Dinner is not included on May 17, 20 and 28.

AN ENGLISH-SPEAKING TOUR MANAGER to accompany the group from arrival in England until departure from England. He will be assisted by local guides as needed.

SIGHTSEEING AND ADMISSION FEES in accordance with the itinerary.

PORTERAGE of one suitcase per person will be provided to the greatest extent possible. At hotels that do not have porters, Witte Travel tour personnel will assist those participants unable to carry their own suitcases. In addition to the one suitcase, each passenger may carry one piece of hand luggage.

TIPPING AND TAXES for all services included in the tour cost. Tipping to local guides is also included, as are all hotel, local government and airport taxes. Tipping to the tour manager and motorcoach driver is not included. We suggest a minimum tip of \$2.25 per tour participant per day to be divided between the tour manager and driver.

THE COST OF YOUR TRIP DOES NOT INCLUDE passports, all items of a personal nature, optional excursions, independent sightseeing, insurance, meals noted in the itinerary as independent, beverages with dinner and any other items not mentioned as included.

NOTE: The tour cost is based on a group of 42 passengers and on exchange rates of .64 English pounds to 1.00 U.S. dollar.

AMENDED TERMS AND CONDITIONS: Effective July 1, 1994, two paragraphs of the Terms and Conditions, as found on the Tripmasters, Inc. brochure shell, have been amended. These changes are based on the 1995 requirements of our land and air suppliers and are as follows:

RESERVATIONS AND PAYMENTS: To make reservations on this tour, complete the Application Form and return it as indicated along with your required deposit. Further payments on account are due as follows:

Second Payment:	\$500 per person	Due January 15, 1995
Final Payment:	Balance	Due March 15, 1995

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RJO/jr

cc: Mr. Russell A. Strong

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Atlas Cars
(Heathrow Limited)

66 New Road
Hayes, Harlington
Middlesex UB3 5AW

Tel : 081 897 2044
081 897 6767
081 759 2140
Fax : 081 759 5150

Our Ref :

Date : 10/5/90

Your Ref :

Invoice To :

Details of journey

FROM HEATHROW
AIRPORT TO BEDFORD
SWAN HOTEL

Goods / Passengers Names :

Car
Estate
Van

Time : 11:30
Mileage :
Fare :
Waiting :
Grats :

Passenger's Signature

TOTAL : £107.00

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Final Payment:	Balance	Due March 15, 1995

July 7, 1995

Dear Russ & June,

At long last, the enclosed write-up you asked for. Feel free to change it in any way you see fit.

We have fond memories of our trip to the UK. As a matter of fact, we just may see you in Knoxville after all. It would be nice to see some of our new friends again.

I'm enclosing some pictures that you might enjoy.

The physical therapy has helped Carl's back miraculously. His determination to stay with the exercises have done wonders & his back to his regular golf schedule.

Thanks for the pictures. Sincerely,
Madalyn
& Carl

Jan. 27, 1996

Dear Russ,

What a nice surprise!! To receive my very own copy of the 306 Echoes and find in it that cute picture plus the article I wrote, in its entirety, yet! Since it took me so long to get it to you, I was sure you just decided not to use it. I am pleased.

Hope you two are doing well, surviving the winter. Aren't you planning a trip to the Holy Land? Hope you enjoy it as much as we did.

Looking forward to Las Vegas.

See you then!
Madalyn Brizzi

PERSONNEL RECORD UPDATE
306th BOMB GROUP ASSOCIATION

Complete as much of this form as you wish, and return to Russell A. Strong, Secretary,
306th BG Association, 5323 Cheval Place, Charlotte, NC 28205.

Date completed 3/17/94

LAST NAME: BRIZZI, JR FIRST NAME: CARL MI: A TITLE:

Street address: 7677 HELMSDALE DR Telephone: ()
City, State, Zip: SAN JOSE, CA zip + 4: 95135 -

Date of birth: 6/23/25 Wife's name: MADALYN H.

College(s) attended: UNIV. OF NEB - OMAHA Degree(s): BS IN BA Year(s): 3 1/2

Last employment & job title & retirement date:

FMC CORP - DIVISION CONTROLLER OCT 1, 1986

Reunions attended: NONE

Serial #: 37485150 Squadron: 368 Specialty: BALL TARGET

Date joined 306th: AUG 1944

If combat, what crew: JOHN COYNE - PILOT

Special duties or assignments w/306th:

R. SCHROEDER - CO-PILOT - WAGNER - NAV

Number of missions flown: 35

Date of last mission: JAN 1945

Date left 306th: FEB 1945

Highest rank/grade w/306th: S/SGT

Other 8th AF units served with: NONE

Top service assignment after 306th:

USAF retirement date: OCT 1945

Rank/grade: S/SGT

Copies of old 306th orders, either from the Group or Station 111, or any of the squadrons or other units serving with the 306th, are sought by the secretary, as many of these do not appear in any collections of materials in Federal files:

If you know of others who served with the 306th who do not appear in the current directory, please add their names and current/WWII hometowns/or other addresses to the back of this sheet so that searches may be implemented to add them to our present 306th roster.