

Dear Madam/Sir,

After 25 years of selling leisure travel, it is with regret that we must advise you that Rockwell Tours will be exiting the Tour Operator business. Effective as of July 25, 2008, Rockwell Tours will no longer be accepting new bookings. **Should your agency be using our Weblink program, where there is a co-branded link that goes to Rockwell Tours, it is strongly recommended that you remove the link from your agency website as soon as possible.**

Please rest assured that arrangements have been made to ensure that all Travel Agencies receive their commission and suppliers receive full payment due on future confirmed and fully paid bookings and that the associated customers will be fully and properly serviced through completion of their travel. To ensure this commitment is fulfilled, the following actions will be taken:

- For all future confirmed and **fully paid bookings**, all hotels will receive full payment per the following payment schedule:

<u>For Arrivals Through</u>	<u>Payment Mailing Date</u>
8/15/08	7/18/08 (Completed)
8/31/08	7/24/08
9/30/08	8/01/08
10/31/08	8/08/08
1/31/09	8/15/08
After 1/31/09	8/22/08

- For all future confirmed and **partially paid bookings** (deposit made by customer, but final payment due at a future date, some not until 35 days prior to guest arrival); all hotels will receive a deposit (amount will vary based on amount of customer deposit and air payments already made) per the same payment schedule as outlined above. Balance of payment will be made shortly after receipt of customer's full payment, but at least 21 days prior to guest arrival.
- Destination Management Companies will receive pre-payment for services to be rendered at least 7 days prior to customer arrival.
- As Rockwell Tours will be pre-paying hoteliers and destination management companies in good faith and well in advance of the norm (in most cases), should the customer make a change or cancel and be entitled to a partial or full refund (after any pending change or cancellations policies); we would be dependent on the hotelier or destination management company to process the refund back to Rockwell Tours in a timely fashion, so that Rockwell Tours can then process the customer refund.
- All Travel Agency commissions due will be paid by Rockwell Tours as per the normal schedule, that being upon completion of customer travel.
- To ensure that all customers are fully serviced, Rockwell Tours will maintain and answer it's local and toll free telephone numbers through the last date of the final future reservation.

We thank you for being a supportive partner in travel and wish you only future success!

Sincerely,  
Rockwell Tours