

October 5, 2007

To the Families, Friends and Supporters of our Military Personnel,

CWT | SatoTravel (SatoVacations) and American Airlines are proud to be part of the Homecoming celebration for all our service members returning from Iraq and Afghanistan. We are excited to be able to offer special discounted rates to all the family and friends of our Marines to meet them at their Homecoming. We look forward to the coming weeks and the excitement of bringing families together once again.

This is the information to go out to the Marines—it will appear on www.satovacations.com
As we get more base information we will add those bases to the web site—

SatoVacations

Attention: Are you attending a Service Member's Homecoming at Camp Pendleton November 1 – December 15, 2007? Please call toll-free 877-698-2554 for special discounted air, hotel, and car rates.



American Airlines is offering special Zone fares and 5% discount off published fares, and they will waive change fees due to change in service member arrival date. Offer valid only through SatoVacations!

Here is a brief description and instructions of the services we will extend to all:

- Family and friend's must call the toll-free 877-698-2554 to make all air, car and hotel reservations and receive the special American Airlines rate
- Booking window is for Nov 1 through Dec 15, 2007
- All reservations must be made using a valid Credit Card
- No airfare is guaranteed until payment is received
- The normal change fee is waived--due to a change in the service members arrival date for as many times as necessary through SatoVacations, if the customer calls AA directly there will be a \$15 change fee
- If the fare is higher when making a change the customer will be required to pay the difference using a valid credit card
- American will offer the option of refunding the non-refundable ticket to a travel voucher. Zone fares are refundable (this is in case there is a misconnect and the service member is delayed or rerouted)
- When booking hotels and car rentals, the Satovacations agent will advise the customer of cancellation rules, and will coordinate changes if service members arrival is delayed
- Each customer will receive an email confirmation and itinerary with all their booking information
- It is the customer's responsibility to notify SatoVacations of changes and cancellations

Please use this communication to advise all parties associated with making our service members Homecoming "One to Remember".

Thank you for this opportunity to support our troops, both American Airlines and CWT | SatoTravel (SatoVacations) look forward to an exciting experience and lots of happy faces at your Homecomings-

Best Regards,
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