

Cowtown Charters  
5504 Forest Hill Dr.  
Fort Worth, Texas 76119

Dear Sir:

I just returned from a Cowboy Charter bus tour to Mackinaw Island, Michigan. I have been on many bus tours but I just had to write and compliment your driver, Victor Craver. He was incredibly good at the wheel of that bus. I can't count the times all of passengers applauded his driving.

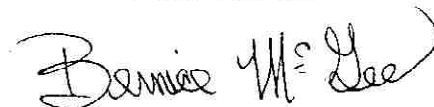
Our tour directors used their microphones several times complimenting Victor for the excellent condition he kept the floors, the bathroom, the trash, etc. The directors have been in the tour bus business for many years, and they repeatedly mentioned how they had never been on a bus that was kept as perfect as Victors.

Driving was excellent. Cleanliness was excellent. Also the rapport with his passengers was excellent. He was so thoughtful and helpful with passengers getting on and off the bus. So much so, he had to endure hug after hug when the trip was over. It was hard to tell him goodbye.

For your interest, he really babied that bus. He washed and kept the windshield shined and clean. I have been on a Cowboy Charter bus before on a trip to Niagara Falls/Toronto. This bus looked very new. We all wondered why those net holders hadn't been placed on the back of each seat. You cannot imagine how helpful they are to passengers as a place to keep maps, books, water bottles, etc. On this bus we had no place to put anything. Texoma busses are all equipped with them. Just a thought to keep people happy with their long, long, bus rides. The Cowboy Charter bus to Niagara Falls was equipped with the net holders.

Again, thank you for drivers like our Victor Craver. In the survey we filled out for Diamond Tours we gave the bus and the driver excellent reviews. Hope to ride with you again one day soon.

Bernice McGee

A handwritten signature in cursive script that reads "Bernice McGee". The signature is written in black ink and is positioned below the typed name.