



Jack Shaffer
Chairman

April 14, 2014

To Whom It May Concern:

Based on our personal experience, my wife Kate Shaffer, and I are pleased to write a letter highly recommending the services of Travelwell and its owners, March Nordmann and Barbara Nordmann. Twice we have traveled under their care and we are planning a third trip this fall. We have come to expect great service, reliability, insightful information and custom tailoring to satisfy our preferences and physical limitations.

On the first trip we were staying in Munich and making daily side trips within Germany and Austria with Mr. Nordmann acting as our driver and guide. Extraordinary care and services were provided to us, and ease of access to Neuschwanstein, Salzburg and Eagles's Nest in Berchtesgaden, as I walk with the use of a cane. Marc was very knowledgeable and provided interesting information throughout our trip.

Because we preferred the service and companionship of Mr. Nordmann, we requested his presence as our driver and guide on a subsequent trip touring western and central Switzerland. We also sought the recommendations of Travelwell for hotel accommodations and sightseeing. The accommodations were outstanding successes, as were the tours of the Bernese Mountains, Interlaken, and interesting locations along the way. As an example, Travelwell arranged for us to tour the Open Air Museum Ballenberg with a historian while being driven in a charming wagon pulled by horses. It made it all seem so authentic and reflective of what we were viewing.

Based on our confidence in Travelwell, we will be traveling under their care to Normandy to pay our respects to the WWII sites, as well as a repeat visit to the Dordogne region.

Sincerely,

A handwritten signature in black ink, appearing to read 'J Shaffer', written in a cursive style.