



UPDATE: July 8, 2020

Dear Valued Starr Customer,

We thank you so much for your patience and understanding during this challenging time for our company. Our management team has been working tirelessly to reduce expenses, request refunds for prepayments and plan to get our buses rolling again. Our staff is still laid off and our buses sit in our parking lot with no end in sight due to this terrible virus. So many of you have expressed your support and have shown kindness and understanding and we appreciate each and every one of you. We are so thankful for the community we have built over the last 73 years.

After waiting many months, we finally have some positive news to share about assistance for the motorcoach industry! Senators Jack Reed (D-RI) and Susan Collins (R-ME), plan to introduce the Coronavirus Economic Relief for Transportation Services (CERTS) Act of 2020 to the Senate when they return from recess later this month. If passed as written, the bipartisan legislation would provide \$10 billion in emergency economic relief, in the form of grants and other economic assistance, to the motorcoach industry! For Starr, funds could be used for equipment, PPE, rent, leases, insurance and debt service. We encourage you to please reach out to your Senators and ask them to support the S. 4150 CERTS Act using this URL. <https://p2a.co/QOHnHwy>

As you can imagine, our company has experienced a devastating loss over the past three months. In addition to saying goodbye to the large majority of our staff, our projected revenue loss for 2020 will be more than 75% of 2019. In this time, we have been able to process over a small amount of refunds with another large amount looming. As of Monday, July 13, we will begin to process a portion of the refunds due back to our customers. We will prioritize them based on the date of request starting with April 1st. We will look to complete a portion by the end of this month, another portion the following month and so on. As you can imagine, it will be a massive administrative and financial effort to process these refunds and again we will ask you for your patience. Unless otherwise specified, you can expect your refund to be processed back to your original form of payment. If we have an email on file, we will alert you when we are able to process your credit card refund. If you paid by check, your refund check will alert you of the refund. If you agree to leave your payment on account for a future trip, it would certainly help us weather this storm and be in a better position moving forward. Additionally, keep in mind we are working on 2021 already and many trips are available for booking! Keep an eye on our website: www.starrtours.com.

On July 27th, we are planning to reopen our office on a very small scale by bringing in small amount of staff to build trips for 2021 and plan for upcoming trips over the next few months. Although we won't be able to welcome visitors yet, we will be available by phone Monday-Friday 8:30am-5pm to assist you in any way possible. We can't tell you how much your patience, understanding and support has meant to us over these last 4 months and we thank you from the bottom of our hearts.

Sincerely,

Peter Borowsky, President
Starr Bus Charter & Tours

2531 E State St Ext Hamilton, NJ 08619
609-587-0626



April 15, 2020

Dear Valued Starr Customer,

At this time, I am aware that you have a deposit placed with us for future service. First, let me thank you for the business. We truly value each and every tour and charter customer, and you are the reason we work so hard to provide exceptional service every day of the year. If you didn't know, Starr Bus Charter & Tours is a family owned business, now in its third generation, and has been in operation since 1947. During these 73 years of service, we have provided safe, friendly and professional bus charter and tour services throughout the United States and Canada. Travelling over 1.5 million miles each year, our riders include the military, leisure travelers, corporations, schools, universities, athletes, youth, fraternal organizations, and many others. I assure you, if you can think of any group of travelers, we've transported them. I mention our scope to give you some sense of who we are, and the breadth of the impacts we are dealing with at Starr as we navigate this COVID-19 crisis.

Prior to March 17th, we proudly employed nearly 100 valued employees. The recent pandemic has virtually stopped all travel in the United States and has compelled us to furlough and terminate our employees, many of whom have been with us for their entire careers, others for significantly long periods of time, and many in the same family. These folks are Starr's family. It is the most gut-wrenching experience we have ever endured. However, we are still a strong company and we will survive, but it will be at great expense and will require sacrifice by all of us.

It is against this backdrop that I am writing to you today to advise you about the status of your deposit with us. Our normal protocol is to guarantee complete satisfaction for our services and to immediately refund, when appropriate notice is received, all customer deposits when customer plans change or when we cancel a trip. Unfortunately, at this time we are unable to do so as refunds, without any revenue generation, is not in our current capabilities. I want to pledge to you that we will do everything within our power to honor your deposit either with a full refund or credit toward future use. In so doing, we request that you exercise patience with us for the next 90 days at which time we will be able to assess what assistance may be received from our government, which is making provisions for business loans for this very purpose. Our plan is to revisit refund requests within 90 days or by mid-July. At that time, we will be better able to let you know if we can refund part of your deposit, with the rest in the future, or all of it at that time.

I know you, too, are going through your own individual issues and problems and apologize for this inconvenience. We will make good on our pledge of service or recompense to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter Borowsky".

Peter Borowsky, President
Starr Bus Charter & Tours

2531 E State St Ext
Hamilton, NJ 08619
609-587-0626