



April 15, 2020

Dear Valued Starr Customer,

At this time, I am aware that you have a deposit placed with us for past or future service. First, let me thank you for the business. We truly value each and every 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 17<sup>th</sup>, we proudly employed nearly 100 valued employees. The recent pandemic has stopped virtually all travel in the United States, and has compelled us to furlough and layoff 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 they have to cancel a trip. Unfortunately, at this time we are unable follow standard procedures. The hard reality is that 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 refund your deposit in full. In doing so, 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 the status of your refund.

I know this is a very difficult time for all of us, and my hope is that by working together we will be able to emerge from the current situation happy, healthy, and out on the road together.

Sincerely,

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

Peter Borowsky, President  
Starr Bus Charter & Tours