

Sample Letter
Chapter 6

Funland Enterprises
22290 Adela Blvd.
Orlando, FL 32200
July 26, 2001

Mr. and Mrs. James C. Delavalle
326 High Street
Madelyn, MI 48800

Dear Mr. and Mrs. Delavalle:

Thank you for informing us about your disappointing experience at Funland USA last month. Our guests' enjoyment is our highest priority, and we make every effort to ensure that our guests carry fond memories of Funland with them wherever they go. Our rides, extravaganzas, entertainment events, restaurants, shopping plazas, and even our rest areas are designed with your enjoyment in mind.

Unfortunately, we cannot control the weather. And in the Sunshine State, especially during the summer months, afternoon rain showers and high winds are inevitable. For the safety of our guests, we suspend operations on certain rides when the weather becomes inclement. Such suspensions occasionally last for several hours, as they did on the day that you visited the park. We are sorry that you were unable to ride the FlameThrower, our most popular ride, but our highly trained engineers have carefully calculated the wind and rain conditions beyond which our valued guests' safety will be compromised, and those conditions unfortunately occurred during your visit.

As you were notified when you purchased your Funland parking pass, we cannot make refunds or otherwise compensate our valued guests when weather interrupts or suspends park operations. We hope you understand, and we look forward to seeing you at Funland again in the near future.

Sincerely,

David B. Lodge, Manager
Customer Relations