



Friends of Karen Inc.

A CHILDREN'S CHARITY

Dedicated to providing financial, emotional and advocacy support for children with life-threatening illnesses

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September 23, 2005

Mr. Sal Lilienthal
The Bicycle Tour Company
15 North Main Street - PO Box 381
Kent, CT 06757

Dear Sal:

Harold Wagner, the founder and coordinator of the first annual Friends of Karen Bike Tour (*A Journey of the Heart*), and I want to personally commend you on your professional contribution to our very successful fundraising effort. As you know, instead of renting vans, trailers, etc. and then training personnel to support our ride, we chose instead to engage The Bicycle Tour Company for the convenience, including the 20-foot trailer that could be used for emergencies on the road and transporting the bikes back to our start point, and its expertise.

We were quite understandably very focused on the safety and well-being of our riders, who for three days rain or shine, would be riding over a challenging and hilly course in support of the charity, and we felt confident that your professionalism and expertise would focus on this same concern. Our trust was well justified. On the second day of the ride, we started out in cloudy weather which turned by noon into sunshine and by late afternoon into a torrential rain storm with thunder and lightning surrounding us. The storm came on almost without warning, and at this moment of crisis and danger, your team sprang into action. Within minutes, you and the support team had safely picked up all of the dispersed riders from the road in your vans, packed up their bicycles into your trailer and even provided the riders with towels. What could have been a very dangerous situation turned into a non-event.

We consider your support efforts to have been a major reason why the Bike Tour was so successful, and even when the weather was not an issue your friendly support was very much appreciated by us and our riders. You and your employees were cordial, friendly and, most of all, sympathetic to our cause.

Please pencil us in for next year's tour and hope that the weather will be a little more cooperative. Regardless, we feel sure that with your help we will be ready for any contingency.

Thank you again for your excellent planning and assistance.

Sincerely yours,

Stacy Kellner Rosenberg
Executive Director

