



800 Heritage Way
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July 1, 2008

Dear Customer:

We at Colorado Flight Center are pleased to have you as our customer. We have a passion for aviation and enjoy helping you reach your aviation goals as much as you will enjoy achieving them. We want every flight to be enjoyable and, from a safety perspective, uneventful.

Aviation is a risky and complex activity that requires the utmost attention to detail. The attached Operations Manual was written to help ensure your safety. You are a vital link in our Risk Management Program. If there is ever a doubt in your mind about the safety of our aircraft, the quality of our training programs, or your ability to safely operate our aircraft, please bring it to our attention immediately.

We set a high standard for customer service for our staff. If your experience here is less than exemplary we want to know about it. Please come and see either of us or feel free to call us at any time if there is an incident you think needs attention.

Sincerely,

A handwritten signature in black ink that reads 'Curtis Thomas'.

Curtis Thomas

A handwritten signature in blue ink that reads 'Bradley Sullivan'.

Bradley J. Sullivan