

TRAVEL SALES

- (1) Letter dated June 4, 1976 from Honor G. House, President of Adventure Travel Service to B.B.B. Re: Albert Sills. Concerns Moose trip to Las Vegas. Discusses to get in touch with Lynn Sawyer.
- (2) Letter dated June 4, 1976. From Jean Schnarrenberger to Lynn Sawyer (B.B.B.) List of passengers on Feb. 16, 1975 Las Vegas charter (and the money they paid). Points out two people who did not cooperate. (Mr. Eric Schoenberger, and Mr. Leo Sharp, both from Carefree Travel.)
- (3) Complaint Control Card. Pending dates 6/2/76 - 6/16/76. Registered by Mabel Habbert. Promised adjustment not fulfilled. Refund of \$16.00 not received. (3a.) Letter dated April 8, 1976 from H & J. Schnarrenberger to "Travelers," members of Moose #46 and #47. "We Sell Fun" severed relationship with Travel Sales. Referred complaint to Mr. Robert Basil.
- (4) Complaint Control Card. Pending dates 5/20/76 - 6/3/76 registered by Richard Ingelido. Promised adjustment not fulfilled. Request \$32.50 that has not been received. (4.a.) Letter dated April 8, 1976. From Honor G. House, Travel Sales to Mr. and Mrs. Richard Ingelidi. Notification that refund will not be sent; rather a future \$20.00 discount. (4.c.) Notification that increase in tour cost will occur. (2/12/75) Discount document.
- (5) Complaint Control Card. Pending dates 5/18/76 - 6/1/76 registered by Mrs. Natalie Civiklik. Same as above - \$16.00 refund request.
- (6) Complaint Control Card. Pending dates 5/18/76 - 6/1/76 registered by Mrs. Helen Pajak. Same \$16.00 refund request.
- (7) Complaint Control Card. Pending Dates 5/17/76 - 6/1/76 registered by Mrs. Edward Diethorn. Same \$16.00 refund request.
- (8) Arbitration Sheet - Case settled 5/21/76. Adventure Travels, Harry Brown. (8.b.) Letter dated May 17, 1976. From Rena Shapiro (AITS) to Mr. Edward Houghton (B.B.B.) Re: Mr. and Mrs. Harry Brown. Notification that refund of \$160.00 was processed and mailed. (8.c.) Letter dated May 12, 1976 from Edward Houghton to Mr. Dennis Peebles (AITS). Request for reply concerning Mr. Brown's grievance. (8.d.) Complaint Control Card. Pending dates 4/23/76 - 5/7/76 registered by Harry C. Brown. Guarantee or contract not fulfilled and misrepresentation - oral. Requests \$160.00 reimbursement. (8.e.) Letter dated Sept. 25, 1975 from Mary Jo Dugan to A.I.T.S. re: Harry Brown. Claim of false advertising. (8.f.) Letter dated Oct. 24, 1975. From Mary Dugan to B.B.B. claims that should have been informed of the increase cost of meals.
- (9) Letter dated May 17, 1976. From Mrs. Harry C. Brown to Mr. Grubbs. Appreciation after refund was received.
- (10) Complaint Control Card. Pending dates 5/12/76 - 5/26/76. Registered by Casimer Malicki. Promised adjustment not fulfilled. Requests refund of \$31.20 plus form letters and discount document.

- (11) Complaint Control Board. Pending dates 5/13/76 - 5/27/76 registered by Normal Egler. Promised adjustment not fulfilled. Requests \$16.00 refund.
(11.b.) Same form letter as (4.b.) notification that refund will not be sent.
(11.c.) Discount document.
- (12) Complaint Control Card. Pending dates: 5/12/76-5/26/76. Registered by Mildred Hoetzlein. Refund request of \$15.60. Promised adjustment not fulfilled.
- (13) Letter dated Jan. 10/76. From Harry C. Brown to B.B.B. Requests reimbursement of \$160.00 for cost of meals. (13.b.) Letter dated Nov. 28/75 from Dennis Peebles to Harry C. Brown. Concerns misrepresentation of meal costs. (13.c.) Letter dated Oct. 30/75. Claim that A.I.T.S. discontinued the use of the brochure in question as of June 1, 1974.
- (14) Customer Experience Record 5/5/76 - Registered by Mrs. Grace Strathen. Misrepresentation oral. Requests refund for insurance. (14.b.) File claim for Mrs. Strathen. \$319.00. (14.c.) Final instructions for Las Vegas tour. (14.d.) Undated check for \$6.00 from Mrs. Strathen to Adventure Travel Inc. (14.e.) April 19, 1976 check for \$319.00 from Mrs. Strathen to Travel Sales. (14.f.) Mrs. Strathen's travel insurance record.
- (15) Arbitration sheet. Adventure Travels and Harry C. Brown. Case closed 5/17/76. (15.b.) Complaint control card, pending dates 4/20/76-5/4/76 registered by Harry Brown. Requests reimbursement of \$160.00. (15.c.) Letter dated Nov. 28/75. From Dennis Peebles (A.I.T.S.) to Harry Brown. Notification that brochure in question was outdated. (15.d.) Letter dated Oct. 30/75 from Dennis Peebles to Mary Dugan (Adventure Travels). Request for the expression of apology to the Browns.
- (16) Letter dated Jan. 16/75 from Audrey Mazzie to Pittsburgh Nat'l Bank.
(16.b.) Letter dated March 3/75. From Mr. and Mrs. Peter M. Massetto to B.B.B. Warning concerning extra increases in costs. (16.c.) Letter dated Feb. 19/76. From Harry Brown to B.B.B. (W.P.A.) concerning Jan. 10/76 - lack of response. Requests reimbursement of \$160.00 (16.d.) Letter dated Oct. 30/75 from Dennis Peebles (A.I.T.S.) to Mary Dugan. Request for the expression of apology to the Browns (because of meal costs). (16.e.) Nov. 28/75 Peebles to Brown. Notification of the fact that brochure in question was outdated.