



17 February 2004

Jeff Salz, Ph.D.  
**Way of Adventure**  
P.O. Box 918  
Idyllwild, California 92549

Dear Jeff:

I wanted to sincerely thank you for joining our team in Las Vegas in January. Characterizing the response as being "positive" would be an understatement. I would describe it as "emotional". Our team really needed, appreciated, and absorbed your message. I am sure you picked up on this with the two standing ovations you received.

With one of your core messages centered on "being of service" and, as you know, our meeting focused on creating "experiences" for our clients. You provided a great service for our organization and helped us create a memorable experience for our employees, which also had important take-away value. I still hear them talking about it today! You really helped us enhance our efforts in driving our organization to the next level.

Thank you again and we look forward to continuing to work together in the future.

All the best in your adventures!

Sincerely,

A handwritten signature in blue ink that reads "Glen Tullman". The signature is written in a cursive style.

Glen Tullman  
Chairman and Chief Executive Officer

GET/tnc

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