

22, April 2010

Austria

Update - Inquiries and booking changes

Dear Carlson Wagonlit Travel Customer,

Carlson Wagonlit Travel (CWT) keeps its clients informed on the current situation. Therefore we have created a section on the Austrian CWT website: <http://www.carlsonwagonlit.at>.

This past weekend, over 110 CWT employees in Austria and Germany volunteered to work on behalf of our clients in order to deal with the increased numbers of inquiries and booking changes. Due to the extremely complex circumstances, the length of the phone calls was far above average. Please accept our apologies if you encountered longer waiting times than usual despite our supplementary staff and concerted efforts. We are nonetheless pleased to have been able to assist such a large share of CWT clients in this trying situation.

We would also like to ask for your understanding for the fact that our options for taking action are still extremely limited at this time. Over the next days we expect to experience a major rush on flights. In order to handle the influx of bookings as sensibly as possible, we would kindly ask for your cooperation:

- **Please prioritize the flights to be booked. o First, return flights must be secured for all affected travelers abroad.**

- We then recommend as a second step that you undertake any urgent bookings that need to be made on short notice.
- Only then should you start booking your regular, long-term travel plans.

- **We would like to ask you to please actively communicate these procedures to your company and to your business travelers and travel arrangers.**

We very much appreciate the trust you have shown us, your patience and your cooperation in this exceptional situation.

If you have any questions, please ask your CWT contact person.

Yours sincerely, Carlson Wagonlit Travel Team