



THE AMERICAN ASSOCIATION OF NEUROLOGICAL SURGEONS

(FOUNDED AS THE HARVEY CUSHING SOCIETY IN 1931)

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January 19, 1987

Nord A. Larson
Vice President
Caravelle Travel Headquarters, Ltd.
101 N. Wolf Road
Hillside, IL 60662

Dear Mr. Larson:

As a result of this Association's experience in connection with Caravelle Travel's handling of the AANS/CNS Joint Section on Spinal Disorders Meeting in Boca Raton, Florida, it has been decided to terminate our relationship with your firm. Caravelle Travel Headquarters, Ltd. will not be utilized as the official travel agency for this Association's 1987 Annual Meeting in Dallas, Texas.

This decision was based upon the troubling number of complaints which were received from participants in our Joint Section on Spinal Disorders Meeting, and the manner in which these complaints were handled. Were we to project a similar ratio of problems to the larger number of people involved in our Annual Meeting, we fear the experience could have a serious adverse affect on the image of our Annual Meeting. As you know - from our telephone conversations - this is only one of several major problems we have experienced.

You have explained to us that these disappointments were due to a recent merger of your company with another travel firm; that we were experiencing an unfortunate and isolated condition. We cannot accept the proposition that this merger - as complicated as such matters may be - could prompt the lack of concern, negativism, and even discourtesies, that were experienced by both our participants and my staff.

Yours very truly,

Carl H. Hauber, CAE
Executive Director

CHH:jc

cc: Russell M. Pelton, Jr., Esq.