



April 26, 2010.

Attention: Mike Moore, Moore Sports

Dear Mike,

It is my pleasure to write this letter to you and your staff. It has now been a few months since the North Toronto Bantam Select Hockey team has returned from a fantastic trip to the Czech Republic, Germany and Austria.

Moore Sports was involved with the planning, preparation and operation of the tour with our group. Upon reflection, our group would not have been able to execute the fundraising/costing plan and organization of the trip without the active involvement, encouragement and support from you and your staff.

Moore Sports provided trip options and details at the outset of our group's planning. You and John presented your company in a friendly and informative way. As well, the flexibility which you offered the trip allowed our group to plan in the way which best suited us. From the costing structure to the day to day itinerary, Moore Sports provided a superior service which, in my opinion, could not be offered by other tour providers.

The North Toronto Bantam Select team wanted to billet with Czech families and participate in a tournament in the Czech Republic. As well, we wanted to play a series of exhibition games. Moore Sports provided the billeting and tournament option as per our request. Our team participated in an excellent tournament and our players were billeted and treated with incredible hospitality. This truly was a highlight for our players. As well, you took the time to understand and assess our hockey team skill and ability level and as such matched us up extremely well with the Czech and German competition. The hockey experience was amazing for our players who still talk about the incredible games they participated in and wonderful families they stayed with. Not only were the games competitive but equally important was the experience meeting and socializing with the opposing European players and their families. I have no doubt that this aspect of the trip was attributed to the experience and expertise of Moore Sports.

Aside from the hockey experience our group experienced fantastic cultural events and activities which ranged from fun to historical. This was all due to the time that your company took in actively planning and engaging our group with its interests and preferences. The European staff with which Moore Sports associates was experienced, courteous, fun and helpful throughout.

Other tour operators were canvassed. Only Moore Sports offered the trip that appealed to our group.

The North Toronto Bantam Select Hockey team and its families want to thank you and all your staff for providing our group with a trip they will never forget.

Yours truly,

David Mikelberg  
Coach and Parent  
North Toronto Bantam Select  
Hockey Team Europe 2009-10.