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Monday, 16 November 2009

Dear Member,

I would like to take this opportunity to update you on some exciting new changes within Vantastic, the Christmas operating arrangements and to express some words of thanks.


Vantastic introduced a new booking system over the summer months which went live in Mid-October 2009. In changing operating systems we are hoping to expand availability and enhance the service provided to you. As you can understand with the introduction of any new operating system there have been some ups and downs. We understand that some small issues have arisen due to the changeover and would like to thank all our members for the patience and support they have shown us during this challenging time. Following on from the introduction of the new system the run information that accompanies some invoices has been updated. If you have any queries please do not hesitate to contact us on our free phone number – 1800 242 703.

The Vantastic office will be closed from 23rd December 2009 until Monday 4th January 2010. We have no service on the 24th of December 2009 and limited service from the 25th of December 2009 through to the 3rd of January 2010. Any member requiring transport in this period must place their booking before the 15th of December 2009. There is limited availability for the Christmas period and bookings will be taken on a first come first served basis. If you have placed or intend to place a booking for the Christmas period please contact us after the 15th December to confirm your journey times and driver details.

We would like to thank all those members who supported and sponsored our Vantastic ladies team in the Flora Women's Mini Marathon in June 2009. We will be taking part again in 2010 and anyone will be welcome to join Our Vantastic Ladies Team. In 2010 we hope to organise some additional fundraising events and we will notify you of these in due course. As always our charity is open to all types of donations, with all proceeds going towards the purchase of vehicles.

Finally in these hard times I would like to take this opportunity to thank you the member personally for continuing to use the Vantastic services. Your self financing of your own organisation has made it possible for Vantastic to increase service levels and we are currently projecting that the service levels will have grown 45% year on year in 2009.

Regards



Cormac Moloney, General Manager