

To: Valued Customers
From: Vince Crooks, Operations Manager, Wilderness Seaplanes Ltd.
Date: MAY 04, 2016
RE: WILDERNESS SEAPLANES OPERATIONS UPDATE

Dear Valued Customers:

I am pleased to announce that we will be launching our new seaplane operations in Port Hardy on Thursday May 5th, 2016.

Wilderness Seaplanes Ltd. will now be conducting all the seaplane operations previously operated by Pacific Coastal Airlines. We will continue to operate to the same high level of quality and safety standards as before, and we will strive to provide you, our customer, with the seamless travel experience that you have come to expect from us.

As a customer you will be able to connect to our seaplane destinations through Port Hardy or Bella Bella. We will still offer as you a single contact point to book your flights on the phone, and we will still provide the transfer of you and your baggage to/from the seaplane operation to the Pacific Coastal Airline's operation.

We are also excited to offer our new 'Burgundy' fares; similar to the Quik Pass account that is currently available with Pacific Coastal Airlines. The benefit of opening a pre-paid Burgundy account is that you will enjoy discounted fares on our regular scheduled seaplane flights and additionally, any seaplane charters that are processed through the Burgundy account will benefit from a 5% saving off the base fare. If you have any questions or concerns regarding this process please be sure to contact Claudia or myself.

I would like to thank you for your continued support and from all the staff and management at Wilderness Seaplanes, we are excited to start this new adventure, and we look forward to providing you with the same exceptional service that you have come to expect from us.

Sincerely,



Vince Crooks, Operations Manager,
Wilderness Seaplanes Ltd.
vince.crooks@flywilderness.ca