

June 15, 2002

Gary S. Gevisser
357 Parish Ln
Del Mar, CA 92014

Dear Gary,

I read your email and it sounds like we did not take care of you the way we are capable of. Rick, Dave and Holly were trying to win the battle but lost the war. My apologies. I have shared your thoughts with each of them and reviewed your email with my partner.

I have included a check for \$25 to cover the cost of the initial fee for the valued member program. You will still be entitled for your 10% discount for another year until June 30, 2003 at which time you would have to enroll again. I only ask that at Pacifica Del Mar you use your new credit card which we have registered and receive your discount on your credit card statement. At Pacifica Breeze Café we will still give you the 10% discount at the register until September 30. After that time we will have switched that restaurant to the same credit card system and you will need to use your credit card to receive the discount. Unfortunately you will not be able to get the discount unless you use a credit card that is registered; we simply are not set up to handle transactions any other way. I hope this is satisfactory.

Again, my apologies. I hope we can go forward in a positive restaurant/guest relationship. Thank you for taking the time to let me know what happened and what you think and thank you for dining at Pacifica Del Mar and Pacifica Breeze Café.

Yours,

Kipp Downing
Owner



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