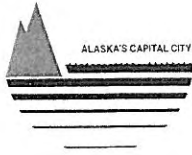


Juneau International Airport



1873 Shell Simmons Drive, Suite 200 • Juneau, Alaska 99801 • (907) 789-7821 • FAX: (907) 789-1227

May 27, 2009

National/Alamo Rent A Car
2180 Fritz Cove Rd.
Juneau, AK 99801

To Whom it May Concern:

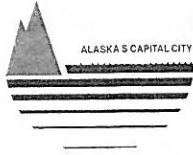
Some of you have asked if the Passenger Terminal Remodel will mean the relative location of the rental car spaces will change. I do not intend to change any location relationships; we are essentially moving the rental car operations from the north wall to the east wall. The area will be completely new construction, but there will still be four spaces lined up as they are now. Some operators favor the outside areas. However, there are only two outer locations and two inner locations. We intend to make as few changes to the relationship between the businesses as possible.

If, however, all four current operators can agree on changes to the manner locations are selected, we're open to your ideas and suggestions.

I know the renovation has created challenges for all of you. Once the work is completed, you will have a new area, with better light and space and I think you'll all see improvements to the operations. I appreciate your patience and help as the construction moves ahead.

Sincerely,

David R. Palmer
Airport Manager



Juneau International Airport

1873 Shell Simmons Drive, Suite 200 • Juneau, Alaska 99801 • (907) 789-7821 • FAX: (907) 789-1227
Suite 200

December 16, 2009

Rainforest LLC (3 pages by fax 907-789-9062)
d/b/a Alamo-National Car Rental
Attn: Karla Allwine, Managing Member
2180 Fritz Cove Road
Juneau, AK 99801

Dear: Ms. Allwine

Re: New Counter/Office Space

In an earlier letter from this office, it was the stated intent of the Airport to assign the new car rental counters on a "no change" basis if there was no objection from the rental car companies; i.e. There would be no change in the relative positions of the four companies when the counters are relocated at completion of the terminal renovation.

This approach has not met with unanimous approval, and so we have chosen a more "industry-accepted" approach: prioritizing by Gross Revenues. Based on gross revenues (attached) from the most recent completed CBJ fiscal year, the choice of new locations will be made in this order: Avis, Budget, National, Hertz. The move-in date is January 13, 2010.

Objections to this method of assigning the counters must be received in writing at the Juneau International Airport Manager's Office by Close of Business, December 18, 2009. If objections are received by the deadline, a bid system will be established to assign the counter locations.

Here are the new rentable areas (a 5' queuing zone is now included in front of the counter), and rates for the new locations (see attached diagram):

Suite 117A—162sqft @ \$3.00/sqft/mo = \$486.00/mo
Suite 117B—179sqft @ \$2.50/sqft/mo = \$447.50/mo
Suite 117C—170sqft @ \$2.50/sqft/mo = \$425.00/mo
Suite 117D—170sqft @ \$3.00/sqft/mo = \$510.00/mo

I will contact each company by close of business December 22, 2009, and provide a request form. I intend to assign the new locations by close of business December 24, 2009, based on the request forms I receive from each company.

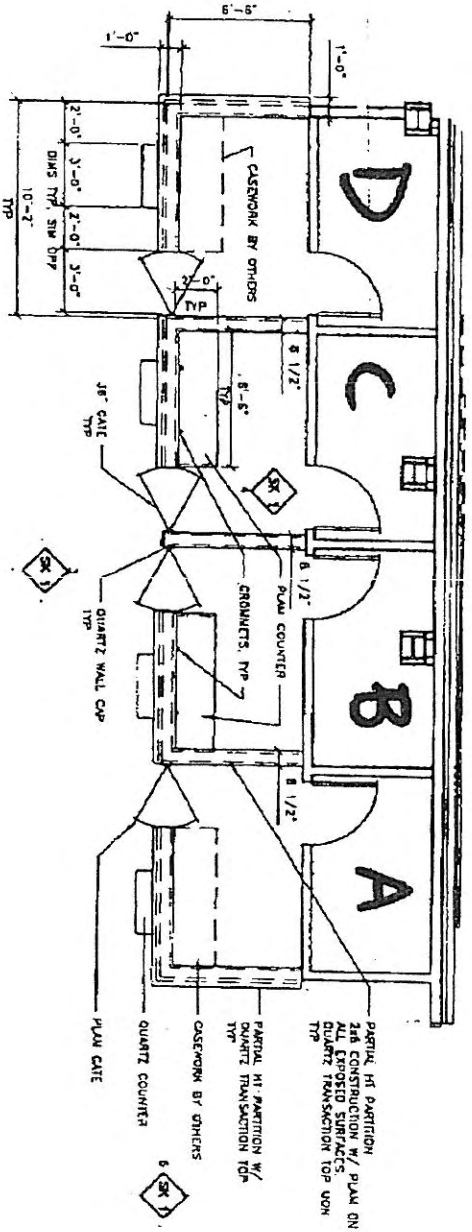
Sincerely,

John Coleman
Airport Administrative Officer

Attachments: FY09 Gross Revenues
Diagram of Counter Locations

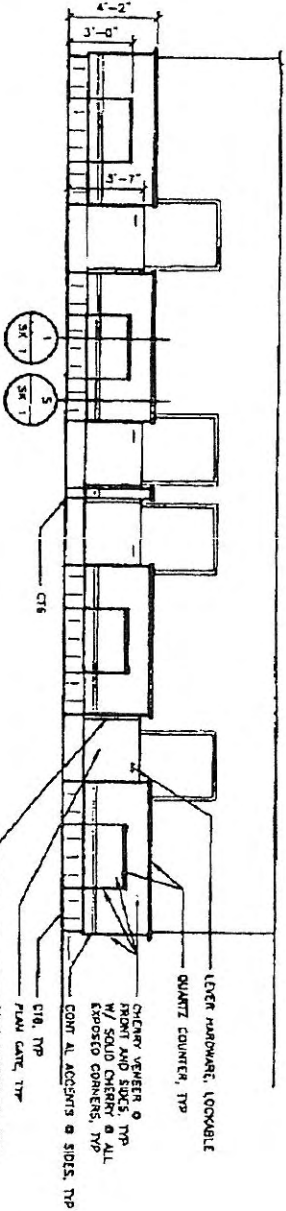
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To IDENTIFY COUNTER LOCATIONS — NOT FOR PLANNING USING THESE DIMENSIONS



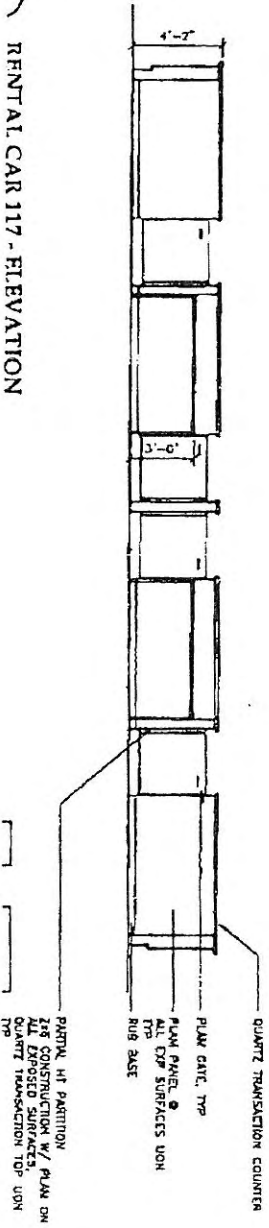
2 ENLARGED RENTAL CAR ROOM 117 PLAN
1-A403 - REVISED

SCALE 0 2 4 8

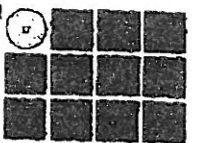


3 RENTAL CAR 117 - ELEVATION
1-A505 REVISED

SCALE 0 2 4 8

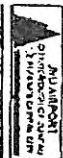


RENTAL CAR 117 - ELEVATION



Jensen
Yorba
Lott
Inc.

322 West 10th Street
Juneau, Alaska 99801
Phone 907.586.1070
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jensenyorbailot.com



City & Borough of Juneau
Juneau International Airport
Terminal Renovation
CBJ Contract No. E09-021
Juneau, Alaska

Rainforest LLC.
Dba National/Alamo of Juneau
C/o 2180 Fritz Cove Rd
Juneau AK. 99801

December 16, 2009

Juneau International Airport
1873 Shell Simmons Dr. Suite 200
Juneau, AK. 99801

Re: rental counter letter dated 12/16/2009

Dear Ms. Johnson,

Earlier today via fax, I received a letter from your subordinate John Coleman. Mr. Coleman advises that he will be creating a new method based on an "industry accepted" approach to renting vendor space. I take exception to the reference "industry accepted". Contacting major airports from Portland to Fairbanks will provide a whole host of answers.

Mr. Coleman has established a change of rates. The change seems appropriate based on the remodel and reconstruction that has taken place. In this regard, we look forward to the completed facility.

Mr. Coleman also announced in this letter that the locations for the rental counters would be altered as to vendor location. This proposal is completely unacceptable. Mr. Coleman references a letter authored and signed by Dave Palmer your predecessor. In the letter dated May 27, 2009, Mr. Palmer stated he did not plan to make any changes to the locations other than moving them from the north wall to the east wall. There was an exception to this statement if the vendors could agree on changes; the airport would be open to ideas and suggestions. No discussion or agreements ever occurred.

Construction continued and time passed with no communication to the contrary. In October, we placed an order for the various millworks, furnishings, and other equipment for location "D". In addition, in a meeting on October 20, 2009 I met with you directly. At that time, I indicated we had ordered the furnishings and asked specifically if you were planning any change. You indicated again that there was to be no change in locations.

Notice of the proposed change and the requirement to respond in 48 hours is very curious. It is unacceptable to change this arrangement at this late date. Rainforest LLC. relied on assurances from the manager's office, both verbally and in writing. We have made a significant investment in the proper millwork and equipment to meet your desired move in date. We ask that you rescind Mr. Coleman's letter and return to the original plan, as it has existed over six months.

Sincerely,

Karla A. Allwine
Managing Member

January 8th, 2010

John Coleman

Airport Administrative Officer

1873 Shell Simmons Drive Suite 200

Juneau, AK. 99801

RE: Your letters dated December 16 and 24, 2009,

Dear Mr. Coleman,

I believe that based on my objection letter dated December 16th I provided sufficient notification under the 48 hour allowed time frame to provide such an objection and that the placement of rental vendors should go to bid as your letter dated December 16th stated it would.

I quote " If objections are received by the deadline, a bid system will be established to assign the counter locations"

Nevertheless the method was not aborted, but continued with all vendors being asked their choices and those 1st 2nd and 3rd choices being awarded per the method that was objected too.

The last minute change has resulted in my new assigned location being smaller and now I will be operating business from a folding banquet table..

Please accept this as my formal objection to the changes now in effect from your office unless this new method is repealed and the plan that we all operated under for over 6 month is implemented once again.

Respectfully,

K. Allwine

Managing Member