



COMMONWEALTH OF PUERTO RICO

TOURISM COMPANY

BEACHES

HISTORY & CULTURE

Old San Juan

Museums

Colonial Cities

Rum Capital

Arts & Crafts

Indian Ceremonial Parks

NATURE & SPORTS

Golf

Deep Sea Fishing

Horseback Riding

Spa

Nature & Adventure

Rapelling

Birdwatching

Whalewatching

Guanica Dry Forest

El Yunque Rain Forest

Biotluminescent Bays

Carmel Caves

NIGHTLIFE & ENTERTAINMENT

Casinos

World Class Restaurants

Gastronomic Inns

Discos, Clubs & Pubs

Shopping

SPA

To all Puerto Rico Visitors:

Due to recent comments about Happy Vacations and Gotpuertorico.com travel fulfillment services, The Puerto Rico Tourism Company (PRTC) wants to make declarations to clarify customer's confusions generated by Happy Vacations public bankruptcy. (Please visit: <http://www.happyvacations.com/>).

In June 2008, Happy Vacations DBA Bogar, Inc. agreed to provide travel fulfillment services for the PRTC Vacation Packages booking engine at www.gotpuertorico.com. As part of the contract, Happy Vacations' obligations included the processing of reservations for hotel rooms and compensation of those hotels for bookings. In April 2009, PRTC learned that Happy Vacations filed for bankruptcy. Consequently and immediately, PRTC disabled Happy Vacations' access to our booking engine.

This spring, some of Happy Vacations' hotel suppliers notified the PRTC that they had not been compensated for bookings made on the PRTC website, and a few guests complained that they had been charged twice for reservations. Despite several attempts to contact the ownership of Happy Vacation's, PRTC remains unable to obtain an explanation for such company's failure to comply with its payment obligations to hotels for reservations made through the booking engine.

PRTC officially apologizes to all hotels and customers affected by Happy Vacations' omissions. Communication has already been established with identified hotels and customers. PRTC has informed them of which will be the new process to follow.

PRTC is truly committed to resolve this situation to the best interest of all parties and continuing to offer the best destination experience in the Caribbean.

Sincerely,

The Puerto Rico Tourism Company

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