



Balmes, 127 E-08008 BARCELONA
Tel.: +34 93 452 04 23
Fax: +34 93 453 61 15
info@eurocityguide.com
www.eurocityguide.com

EUROPEAN CITY GUIDE, S.L. - BALMES, 127 - E-08008 BARCELONA

PETR GOLAN
VUMS Computers s.r.o.
SÍDLISTNÍ 24
165 01 PRAGUE 6
CZECH REPUBLIC

Barcelona, 05/09/2003

Our Ref.: 68126

Dear Mr. Golan,

We thank you for your e-mail dated 20/08/03. Unfortunately, it is still not possible to cancel your order contract with the EUROPEAN CITY GUIDE.

Our order forms are sent out by mail so that they can be filled in without any influence whatsoever on our part. You had as much time as is required to decide whether to place the order or not. In fact, we provided you with our website address, our fax number and our postal address on the order form to enable you to contact us with any questions prior to signing the form. All of the order conditions, including the price and the cancellation requirements, are clearly stated both in the section marked "ORDER", which is written in capital letters and located directly above the designated space for the legal signature/company stamp, and are continued on the reverse of the form. There was absolutely no obligation to complete, sign, or even return the order form. However, you returned a signed order form to us, and, having done so, you have agreed to abide by the terms and conditions of the order contract.

Your advertisements will be published in the forthcoming edition of the printed Guide, and on a CD-ROM. The Guide and CD-ROM are produced annually, and your company will receive your free copies. We are, therefore, fulfilling our contractual obligations to you. We thank you for your comments informing us that Prague does not lie on the Danube. You have obviously obtained this information from our Website. Your comments will be passed to our Graphics Department to enable them to amend the information accordingly. This information had already been amended for Edition Four of the printed Guide. However, we remind you that your advertisement will not be appearing on the EUROPEAN CITY GUIDE Website, and, whilst your comments are useful to us, they do not affect the validity of your order contract with our company.

contd./...