

December 6, 2008



Dear Loyal Bird Fever Customers,

We would like to thank you for choosing ***Bird Fever*** for all of your pet birds' needs. We have been in business, at this location, for twelve years. We are the only exotic bird store in Indianapolis and would like to continue to be the Midwest's premiere exotic bird destination. Being able to continue our business of offering the highest quality exotic babies, toys, supplies, and bird-care advice is our utmost priority. If you are not finding what you need, please ask and we can help. We strive to offer an extensive selection of food and toys.

We are asking for your help, as additional support is needed from our loyal customers. The next time you are in need of a bird toy or food, please come to ***Bird Fever***. By working together, ***Bird Fever*** will continue to be a local merchant that can satisfy your avian needs for years to come. Also, be sure to pass along our name to family members and friends who are interested in purchasing a feathered friend of their own.

We understand that the economy is not in great shape. Although all of us are trying to conserve money, it is imperative that we work together in order to weather this storm. In order to cut back on our expenses, we are reducing staff hours and will limit our grooming times. Effective January 1, 2009, we will groom Monday through Friday from 3:00-7:00 pm. We will add an additional Saturday to accommodate those customers who have difficulty coming during the week. We will groom the 1<sup>st</sup> and 3<sup>rd</sup> Saturdays from 11:00-4:00 pm. We can also provide vet references for those customers unable to fit our hours into theirs.

New grooming fees will be effective on February 1, 2009. The fee for small birds (cockatiel and smaller) will be \$10.00. The fee for medium birds (greys, amazons, and pionus) will be \$20.00. The fee for large birds (macaws, cockatoos) will be \$30.00. For our clients who make a minimum \$15.00 purchase during a grooming visit, the grooming fees will be discounted. With this minimum purchase, the fees will be \$6.00 for a small bird, \$8.00 for a medium bird, and \$10.00 for a large bird.

In a world of big chain giants, the small independently-owned businesses face extinction, especially during tough economic times. As the finest exotic bird store in Indiana, with your continued patronage ***Bird Fever*** will continue to be a resource for all your avian needs.

Truly grateful,

Kim Locker, Owner

Mark Roth, Manager