

X-From: Tue Aug 7 11:15:37 2001
Reply-To: <redmore@ix...>
From: "Sue Redmore" <redmore@ix...>
To: "'Ron Green'" <...>
Subject: RE: Drawing for trip to Wales - Answers to Qs
Date: Tue, 7 Aug 2001 09:20:59 -0700
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2173.0
Importance: Normal
X-MimeOLE: Produced By Microsoft MimeOLE V5.00.2615.200

Hi Ron

Just talked to Howard and here are the answers to your questions.

Basically if you can send me everything you have in whatever format I can sort out the final information and eligibility from my side with the WTB. I don't want to cause any more additional work for any of you so mail everything you have when you have an opportunity. This applies to any incomplete entries, outstanding calls etc. that you have on file and the forms themselves where people have entered the drawing only (and yes just mark Wales or red check mark on them that's fine)

Strictly calls after August 1st deadline should NOT be included whether they were away on holiday or not

Which brings me on to a question for you and the team in St Peter - We will need a list of the registrants who have met the August 1st deadline and which I know you will have entered into your database. Could you email me a list of these registrants including full contact info and which 70th Gymanfa Ganu events they have signed up for? I need the list for a number of reasons one of which is the prize drawing entries. I can then make master list of both registrants and drawing only entries with the WTB. That should alleviate any more work from your side with regard to this drawing.

Hope that helps. I'm out at meeting most of this morning but should be back by 2-3pm West Coast time and will check my email again then in case you have any questions.

Thanks
Sue

-----Original Message-----
From: Ron Green [r...]
Sent: Tuesday, August 07, 2001 8:04 AM
To: r... m...
Subject: Drawing for trip to Wales

Good Morning Sue. I hope your day goes well. My name is Ron Green. I work in the Welsh office in St. Peter, MN for Ellis and I am in the final stages of completing registrations for the drawing for the Wales trip. Mary and I have communicated with you about the confusion the post card caused us and maybe you, when hundreds of folks called directly after they received the card and still are to this day.

Your email to Mary of 7/31 makes it fairly clear what the conditions for over the phone registration are; however, I still have some points which perhaps you can help me on:

First, prior to getting the story straight about who could and could not register, all of us in the Welsh office, Ellis, Mary and myself had told tel. callers that they had to register for the San Jose event to be eligible for the Welsh Tourist Board drawing. So, after giving this false information to many callers on July 29 and July 30, we ended up with only names and home city for information. Since these folks are really eligible for the drawing, will that be enough information for the drawing. We have many names in this category. It would be impossible for us to do a

telephone search to get the tel. numbers and addresses of these people. A lot of them called.

Second: A number of folks have called after the Aug. 1, deadline noting that they were out of town and did not receive the card from the Welsh Tourist Board until after the deadline. We have taken their names and will fill out registration form, if you give approval. Only three or four callers fall into this category.

Third: You request that registration for the drawing only be labeled as such. I have more than a hundred registration forms that fall into this category. Can you suggest a simpler way to identify these forms. Would a red check do, or just the word Wales in red at the top or something fairly short and simple. I ask this because Mary and I and my wife are up to our ears, literally, trying to take care of San Jose registrations and we simply do not have time to write a long phrase across the top of the drawing only registrations.

Fourth: Since I am responsible for completing this task and want to get it done very soon, are you the person that should receive these forms?

Fifth: We are trying to figure out how to deal with the folks who were told that they were not eligible for the drawing, and who we subsequently entered after the rules changed. I am not sure how many there are, but probably someone should contact them, if we can single them out from the list of names of folks who called.

Sixth: Do you have an opinion, or a ruling on eligibility of Welsh office staff as to whether we should declare ourselves ineligible for the drawing. As registrants, our names will be in the box, or hat, or in the pool. Of course we have been very involved with registrations so I guess we should declare ourselves ineligible, but I surely would hate to turn down a free trip to Wales.

I hope this gets through to you this morning and your busy schedule will allow you to respond as I want very much to get past this job.

We are in a heat wave in St. Peter, MN this morning. Have been for several days. I have been on the phone with lots of CA folks who live in the mountains and along the ocean and I am certainly envious, of some of them at least.

Thanks for your help on this.

X-From: [redacted]@walesfest2001.com Tue Jul 31 11:30:25 2001
Reply-To: <redmore@[redacted]>
From: "Sue Redmore" <[redacted]@walesfest2001.com>
To: <mhenry2@gaia.com>
Subject: RE: Contact info and follow up for Drawing calls
Date: Tue, 31 Jul 2001 09:29:39 -0700
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2173.0
X-MimeOLE: Produced By Microsoft MimeOLE V5.00.2615.200
Importance: Normal

Hi Mary

Firstly let Ellis know that emails that have come into the registration@walesfest2001.org address I will respond to directly so they can respond by August 1st deadline if required.

For phone calls you receive this is the standard message we are now relaying to inquiries:

If they wish to enter the drawing only they complete section 1 of the form only and mark clearly on that form "Entry into Drawing only". They will be subject to same conditions that apply to registrants ie faxed back by August 1 or postmarked no later than August 1.

Basically Email or phone inquiries about the drawings should be subject to exactly the same treatment as registrants who are also applying to be included in the drawing, i.e. they should receive no preferred treatment and should be required to fill out a registration form and turn it in to Minnesota postmarked no later than Aug 1.

They can obtain registration form and brochure by:

1. Downloading registration packet from the web site at www.walesfest2001.org - instructions are there to download or print out the Adobe pdf file.
2. They can email me directly at marketing@walesfest2001.org and I can email the form to them.
3. If they are not computer literate I can fax a form to them and place brochure in the mail as follow up directly from my stock here.

Please refer calls that you receive for either brochure request or drawing entries to 831-479-0331 or by email to marketing@walesfest2001.org I will then respond to them locally to save time.

I will send overnight 50 brochures marked for your attention. Just let me know when stocks get low again and I'll send more.

Let me know if you have any questions.

Sue

X-From : [redacted] Tue Jul 31 19:36:29 2001
Reply-To: [redacted]
From: "Sue Redmore" <[redacted]>
To: "'Mary Henry'" <[redacted]>
Subject: RE: And thanks for your help!!
Date: Tue, 31 Jul 2001 17:26:41 -0700
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2173.0
X-MimeOLE: Produced By Microsoft MimeOLE V5.00.2615.200
Importance: Normal

Mary

Thanks so much for "adapting so quickly" to last minute needs in message given to callers about drawing versus registration.

Also please let Ellis know that I have responded to all the registration@walesfest2001.org messages that have come in since I know he was out of the office and wanted to give people the opportunity to register/enter drawing and will continue to do so until Thursday at least. Could you or Ellis let me know when he's back and then I'll step back from answering messages and hand back to Ellis.

FYI a lot of the messages I've been responding to will be registering as well as entering drawing. Also I've sent brochures a number of people over the last week but who might not yet have received them in the mail but stated that they wanted to register ie for the event. I'll send you their names so you can make sure they're entered.

Re: names you've taken down either fax or email info to me when you have a chance. No urgency.

Package with about 60 brochures for delivery Wednesday for your attention. Let me know when you need more and I'll send out.

Thanks
Sue

-----Original Mess
From: Mary Henry <[redacted]>
Sent: Tuesday, July 31, 2001 3:53 PM
To: [redacted]
Subject:

Sue,

Thank you for your quick response. We have been taking down names, addresses and phone numbers all afternoon for people who wish to register only for the trip to Wales.

Thanks for sending the registration for Nathan and Selma Hughes. I have talked to Nathan by phone and received his credit card information.

Also, I talked to Ellis today and he also asked whether people had to be present to win the free trip to Wales. I am telling people they do not have to be present to win. So hope that is correct.

All for now,
Mary

P.S. Received Lovicy Lockwood's registration as well.

To: redmore@ix.netcom.com
From: Mary Henry <ahenry@gac.edu>
Subject:
Cc:
Bcc:
Attached:

Sue:

Thanks for your note and the brochures. We can definitely use them.

I'll give Ellis your e-mails when he returns. He should be back in the office sometime on Thursday.

We are keeping a list of the names, addresses and phone numbers as well and when we get a chance we'll send you a copy.

Thanks much,
Mary

To: marketing@wa
From: Mary Henry <mh2@gac.edu>
Subject: Confusion
Cc:
Bcc:
Attached:

Sue,

Ron and I still have a couple of questions we need to discuss with you concerning this trip.

Our understanding is that you are sending out THE REGISTRATION FORM, not a new form, and all the person has to do is put his name, address and phone number on page 1 of the form. But is it our understanding that each person has to fill out a form personally or can we do it for him? Then there is no reason for them to call you if they only want to enter the drawing if we are able to fill out the form for them. Is it illegal for us to fill in their name, address and phone number for the drawing only as opposed to them doing it?

Also, we just want to verify that you don't have to be present to win.

For the rest of this day should we be referring all calls to you, the website or fax number.

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Let me know if you have any questions.

Sue

Don't have to be present for drawing.