

## DISCLAIMER

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**MY NAME IS R.HUGHEY AND I WOULD LIKE TO THANK YOU FOR GIVING ME THE OPPORTUNITY TO SPEAK TO YOU TODAY.**

**I AM THE OWNER OF A HOME BASED TRAVEL AGENCY SINCE 1996 AND INCORPORATED 1997.**

**95 % OF MY BUSINESS PERTAINS TO CLIENTS COMING TO LAS VEGAS**

**60 % OF MY BUSINESS PERTAINS TO LEISURE  
40 BUSINESS PERTAINS TO BUSINESS TYPE TRAVEL**

**99.9 % OF ALL BOOKINGS ARE PAID DIRECTLY TO THE SUPPLIER WITH EITHER A CREDIT CARD OR CHECK MADE PAYABLE TO THE HOTEL/CRUISE SHIP OR OTHER RELATED TRAVEL ARRANGEMENTS.**

**ALL AIRLINE TICKETS ARE ISSUED THROUGH A ARC APPROVED AGENCY.**

**I NEVER HAD A COMPLAINT BROUGHT AGAINST ME OR MADE LIABLE FOR SERVICES NOT RENDERED.**

**I AM A MEMBER OF THE AMERICAN SOCIETY OF TRAVEL AGENTS  
CLIA (THE CRUISE LINE INDUSTRY)  
THE NEVADA BETTER BUSINESS BUREAU**

**I KEEP UP WITH LAWS PERTAINING TO THE TRAVELERS SAFETY AS WELL AS REGULATIONS**

**I ATTEND TRAVEL RELATED SEMINARS AND KEEP SUBSCRIPTIONS TO EDUCATIONAL MATERIAL ANOTHER**

**I HAVE BEEN AWARDED A CERTIFICATE OF ACHIEVEMENTS THROUGH THE WORLDS LEADING CRUISE LINES/ AND I AM A CERTIFIED LAS VEGAS EXPERT THROUGH THE LAS VEGAS TOURISM AND CONVENTION SERVICES.**

**THESE MEMBERSHIPS / SEMINARS / ASSOCIATIONS / BIZ LICENSE / TAXES ALL NEED TO BE PAID NOR MATTER HOW MUCH WE HAVE LOST ON INCOME**

**WHEN THE AIRLINES DECIDED TO CUT OUR COMMISSION FROM 15% TO ZERO ALL WE ARE LEFT IS A SMALL SERVICE FEE FOR OUR SERVICES.**

**WHEN SEPTEMBER 11 ALMOST WIPED US OUT THERE WAS NO COMPENSATION THROUGH THE GOVERNMENT AGENCIES**

ASSEMBLY COMMERCE & LABOR  
DATE: 4/2/03 ROOM: 4100 EXHIBIT Q  
SUBMITTED BY: ROSEMARY HUGHEY

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**WE AS WELL ARE GOING THROUGH HARD TIMES AND MANY OF US ARE SOLE PROVIDERS FOR FAMILIES OR SINGLE TO MAKE ENDS MEET HOLD ON TO OUR BUSINESS BUT THAT DOES NOT MEAN THAT WE ARE OUT TO CHEAT PEOPLE. THOSE WHO DO SHOULD BE HELD ACCOUNTABLE BUT DON'T MAKE EVERYONE PAY FOR A CRIME WE DID NOT COMMIT**

**I AGREE THAT A CONSUMER NEEDS TO FIND A AVENUE TO PLACE A COMPLAINT AND POSSIBLY REIMBURSEMENTS WHEN JUSTIFIED.**

**THE BETTER BUSINESS BUREAU SERVES AS A GREAT RESOURCE OR THE CONSUMER AFFAIRS OFFICE, HOWEVER TO PLACE MEASURES AND HIGH BONDS OR LETTER OF CREDITS ARE NOT THE ANSWER.**

**ALSO TO THE LAW DOES NOT STOP THE CRIMINAL AS THOSE ARE RARELY REGISTERED OR HAVE LEFT THE STATE BEFORE THEY ARE BROUGHT TO JUSTICE.**

**I FEEL THAT WE ARE SINGLED OUT WHEN THE CONSUMER AFFAIRS OFFICE PORTRAIT OUR PROFESSION ON TV AND THROUGH THE MEDIA AS "ANYONE CAN HANG OUT A SHINGLE AND BE A TRAVEL AGENT". I WOULD LIKE TO PUT THIS UP FOR A TEST SINCE MOST DON'T EVEN KNOW THE GEOGRAPHICS OF A COUNTRY SOME OF THEM DON'T EVEN KNOW THEIR OWN HOME STATE.**

**NO ONE HAS THE RIGHT TO BELITTLE A PERSONS PROFESSION OR TO LOOK DOWN IN WHAT THEY DO AND I ENJOY MY JOB AS TRAVEL AGENT. IT TAKES A LITTLE MORE THEN TO GIVE OUT BROCHURES AND SELL A TICKET. AS FORMER EXECUTIVE I ENJOY WHAT I DO AND IT WAS MY CHOICE TO BE WHAT I AM.**

**I SPEAK FOR ALL WHEN I SAY THAT WE DO NOT DESERVE TO BE PORTRAIT LIKE THIEVES AND CONSUMERS BE ADVISED TO BE AWARE BEFORE THEY DEAL WITH A TRAVEL AGENT. AWARENESS SHOULD BE DIRECTED TO ONLINE SERVICES WHEN THEY HAVE NO ONE TO TALK OR DISCUSS THEIR TRAVEL AND GIVE THEIR CREDIT CARD INFORMATION TO SOMEONE THEY HAVE NO RECOURSE OR ACTUAL PERSON TO TALK TO. DON'T WE ALL HAVE TO BE AWARE WHAT WE DO , WHERE WE SPEND OUR MONEY OR DEAL WITH ANY KIND OF BUSINESS. IT'S NOT UP TO THE GOVERNMENT TO SINGLE OUT A CERTAIN BUSINESS JUST BECAUSE SOMEONE CHEATED SOMEBODY.**

**I AM ASKING YOU TO TAKE A GOOD LOOK AT THE PRESENT LAW AND THE PROPOSED CHANGES AND I HOPE YOU WILL FIND JUSTIFICATION TO SUPPORT OUR ALTERNATIVES OR REMOVE THE REQUIREMENT ENTIRELY.**

**THANK YOU...**