

# AMERICAN★HUMANE

FIRST TO SERVE®

ROBIN R. GANZERT, Ph.D.  
*President and Chief Executive Officer*

August 3, 2018

Dr. Peter Fankhauser  
Chief Executive Officer  
Thomas Cook Group  
3<sup>rd</sup> Floor, South Building  
200 Aldersgate  
London EC1A 4HD

Dear Dr. Fankhauser:

As the 141-year-old world leader in animal welfare certification, American Humane was extremely disappointed to see Thomas Cook's recent decision to not sell tickets to Loro Parque, which has been ranked the number-one zoo in the world by TripAdvisor, and SeaWorld Orlando. This decision by Thomas Cook represents yet another damaging step backwards for the tourism industry and, *more importantly*, animals around the world.

As I detailed in my letter to you dated April 30, 2018, American Humane has helped ensure the welfare of over 5 billion animals around the world since our certification programs were developed and our experience in animal welfare certification is unparalleled. We stand by these Humane Certified™ institutions as modern-day arks of hope for threatened species around the world. Not only have these facilities demonstrated their commitment to world-class animal welfare through their Humane Certification, they've also both made enormous strides to make the world a better place for animals everywhere.

American Humane Conservation recently audited both institutions, using rigorous, science-based welfare criteria approved by the world's leading animal scientists, animal behaviorists, veterinarians, and animal ethicists, which were verified in their implementation by independent teams of expert auditors who spent considerable time at each facility. These experts determined that the animals in the care of both facilities, including the orcas, were healthy and well-treated.

Furthermore, both institutions have long worked to advance the cause of conservation around the world. In fact, the Loro Parque Foundation has conducted well over 100 conservation research projects in 30 countries, projects which have helped improve the chances of survival for many species of birds, while SeaWorld has rescued more than 31,000 animals in need through their SeaWorld Cares program.

This ticketing policy will undermine the critical and lifesaving work conducted by these institutions to ensure the survival of many of Earth's majestic animals. We fear that such a policy will have the opposite effect from that which was intended, as it is driven by an animal activist

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philosophy which seeks to remove animals from our lives altogether. Moreover, the policy is not based in science, actual welfare considerations, the good care of the animals we encountered at these institutions, or the need for humane conservation and public education that remains critical to the survival of so many species with whom we share the Earth.

By taking this action, Thomas Cook has decided to take an unprecedented giant step away from their legacy of providing sound and unbiased guidance to travelers who seek good, safe, and ethical experiences, which will have the unfortunate effect of pushing more remarkable and endangered species closer to the edge of extinction.

We urge you to reconsider this decision.

Sincerely,

A handwritten signature in cursive script that reads "Robin R. Ganzert". The signature is written in dark ink and is positioned above the printed name.

Robin R. Ganzert, Ph.D.