



A message from Joe Segarra, President of Rich Entertainment Group, and Senior Vice President of Finance and Family Office for Rich Holdings, Inc.

Here we are again, headed into the home stretch of another year. Before we dive into what to expect from our REG businesses this fall, I'd like to express my deep appreciation for the level of energy demonstrated throughout the Rich Entertainment Group this year.

The Rich Baseball Organization recently completed another successful season, highlighted by the West Virginia Black Bears capturing our second straight league title in three years.

I'd like to extend congratulations to Bob Rich III and the entire ROAR organization on their 20th anniversary, a significant milestone that's worthy of celebration and recognition. Speaking of Bob,

please join me in congratulating him on his recent appointment to Niagara University's Board of Trustees.

In travel news, The Travel Team has entered into new business relationships that are delivering additional value and benefits for corporate and leisure travelers alike.

Finally, it brings me great pleasure to recognize the tremendous success experienced by the team driving the catering and special event operations at the Powerhouse, led by Steve Guagliardi. All of our catering teams are ramping up for the holiday rush in what promises to be one of our busiest seasons yet.

In the spirit of the holidays, I'd like to wish you all a safe and enjoyable season. I hope you savor time spent with family and friends celebrating old traditions and making new memories together. Best wishes for a happy, healthy New Year!



1 Glen Iris Inn

Picturesque Glen Iris Inn and Letchworth State Park are widely recognized as prime locations to experience an extraordinary fall foliage display, however, if you haven't visited the Park during the winter, you don't know what you're missing!

A special winter promotion runs throughout January, February and March during which time guests can enjoy a buy one night, get one night free special. Accommodating between six and eight guests, Caroline's Cottage, Stone House and Chalet House each offer comfortable lodging, a full kitchen for meal preparation, and easy access to all that the Park has to offer while being tucked in a private setting that inspires rest and rejuvenation.

To learn more or book your stay, visit glenirisinn.com/booking.



Rich Entertainment Group, in association with Grove Entertainment, has produced several acclaimed Broadway hits including CATS, The Band's Visit and On Your Feet. Most recently, REG partnered on Good Night Oscar featuring Tony Award winning lead actor Sean Hayes, which had an extended run on Broadway. REG's latest musical, Water For Elephants, will begin previews in February with an opening in March 2024.

You can follow W4EMusical on Instagram, Youtube, Twitter and Facebook for all the latest show info and exclusive videos. Check out the latest video posted by the show featuring a jam session with composers and lyricists @pigpenetheatreco.

2 Buffalo Bisons



The Buffalo community embraced another exciting season at Sahlen field, charting solid attendance numbers to cheer on their Buffalo Bisons. The Herd closed out the 2023 season with a winning record of 76-72 in the International League East, their fourth consecutive winning season.

On September 2, the team celebrated superfan Mark Aichinger with a limited edition bobblehead giveaway to the first 3,000 fans entering the ballpark. Mark has been a fixture behind home plate in Buffalo for more than 25 years. Known around the league as one of the most vocal fans, Mark is a 59-year-old man from North Buffalo who is legally blind and deaf in one ear. To see exclusive scenes from this heartwarming day, check out this 7-minute documentary.

The Bisons' 2024 schedule is now available - check out game dates and the exciting promotional lineup including special events to view the total solar eclipse on April 8, 2024! Mark your calendar for what the Herd affectionately refers to as "the greatest holiday in all of sports" - Opening Day, March 29, 2024. First pitch will be thrown at 2:05 PM as the Bisons take on the Scranton/Wilkes-Barre RailRiders.



3 Palm Beach National

Renovations continue at Palm Beach National golf course. The team has officially broken ground on the new clubhouse with foundational work well underway. Despite ongoing construction and the weather-related challenges of extreme heat and heavy rain, PBN numbers have held steady over last year.

The Pops and Jr Youth Program has returned for another school year and has seen record attendance at the free golf clinics. In addition, several local high schools proudly call Palm Beach National their home course.

New this year is PBN's Nash Pass which features discounted range balls and fees in the Toptracer hitting bay at the state-of-the-art driving range. The wildly popular Glow Ball Golf series will kick-off in November and the Smash Golf Tour on the Toptracer range continues to offer weekly events.

Congratulations to Alex Romero as he celebrates his first anniversary with PBN. Alex was instrumental in the successful launch of the Toptracer range which delivers a truly unique and exciting golf experience for guests. The range business and revenue has tripled year-over-year, proving to be a profitable and popular addition to the PBN business.

5 ROAR Logistics



October 5th marked the 20th anniversary of ROAR Logistics. The extraordinary team at ROAR has leveraged hard work, passion, and innovation to shape their corporate identity and solidified ROAR as a leader in the logistics industry.

In 2003, Bob Rich and two associates set out to change the logistics landscape from a small office leased in Buffalo, NY. Today, ROAR boasts \$300 million in annual sales and is poised for growth, nationally and internationally.

Throughout October, the ROAR team continued their tradition of passionately supporting breast cancer awareness and fundraising efforts, which is a cornerstone of ROAR's charitable giving program.



## 6 Northwest Arkansas Naturals

The Northwest Arkansas Naturals welcomed 256,551 fans through 68 home games during the 2023 season, with 31 games recording attendance numbers above 4,000. Fans are continuing to show their support of Naturals baseball at Arvest Ballpark as last year's outstanding attendance surpassed the 2022 season by 16,000 fans, and the 2021 attendance number by 106,000.

Giving back to the local community is a fundamental pillar of the Northwest Arkansas Naturals. Through donations, community appearances and fundraising programs, the Naturals made a significant impact during the 2023 season. Here are a few important stats that didn't make the post-game highlight reel:

- More than \$155,000 raised for local schools and non-profits through ticket fundraising program (a new team record!)
- More than \$10,000 raised for local organizations through game-worn jersey auctions.
- Fifty non-profits were selected as Community Partners which enabled them to raise funds and awareness at games.
- Thousands of tickets were donated as door prizes and auction items including school events, special causes and charity events.
- Dozens of mascot and player appearances at local schools and community events.
- Special recognition of veterans, active military and first responders all season long.
- The Winning for Charity program featured donations of \$100 to various non-profits each time the Naturals won a home game.

The Naturals are currently preparing the complete promotional schedule for the 2024 season that will run from April 5 - September 15. The 2024 season will feature the return of many fan-favorite promotions, including fireworks, bobblehead and souvenir giveaways, theme nights like Growlin' Chickens, Los Naturales, Star Wars night, Marvel's Defenders of the Diamond, and Faith & Family night. Opening Night will take place at Arvest Ballpark on Friday, April 5, 2024, when the Naturals host the Tulsa Drillers, the Double-A Affiliate of the Los Angeles Dodgers.

In the front office, the Northwest Arkansas Naturals welcome two new full-time Account Executives to assist with sales efforts throughout the year: Hannah Schmidt and Mason Geraty.



## 7 Buffalo Waterfront



Winter on the Buffalo Waterfront is full of exciting opportunities to get outdoors and spend time with family and friends. The Ice at Canalside opens on Black Friday, November 24. And, instead of one Opening Day Celebration, the team is hosting an entire Opening Weekend Celebration featuring giveaways, discounts, fireworks, visits from Santa, a live DJ, carolers, and lots of programming and family-friendly events all weekend long.

This winter, children across Buffalo will have the chance to experience the Ice at Canalside as Rich Family Foundation is donating 45,000 free ice skating passes to all Buffalo Public School students.

*Kids Club Sundays* are a new event at the Ice this year featuring a fleet of new penguin skate aids, ice kicksleds and adaptive skate trainers for kids to ride. Kids will have access to weekly activities and a free giveaway item every Sunday.

Visit Canalside every Friday this winter for the 'Coolest Happy Hour in Buffalo' with food and drink specials, a live DJ, giveaways and more.

Lastly, the Buffalo Waterfront family is excited to announce the arrival of Ella Ford, a baby girl born to General Manager, Lauren Moloney Ford. Congratulations Lauren!



## 8 West Virginia Black Bears

On September 3, 2023, West Virginia Black Bears captured their second straight MLB Draft League Championship title with a commanding 9-4 win over the Trenton Thunder in New Jersey. West Virginia

finished the 2023 season with a 46-27 regular season record, and a 31-16 record in the second half. With this win, the Black Bears have claimed back-to-back league titles after winning the 2022 championship game at home in Granville, West Virginia.

Congratulations to the Bears on their stunning achievements, as well as the amazing fans who have taken part in the journey!

The Black Bears recently announced their 2024 schedule, featuring 40 home games at Monongalia County Ballpark. Season tickets are on sale now.

## 9 The Travel Team

This past October, The Travel Team's associate Christine Hall was the volunteer travel coordinator for Buffalo Niagara Honor Flight (BNHF) Mission #15, which was a huge success despite the rain. Christine traveled to Washington, DC, with a group of 120 guests, including 52 veterans of the Korean, Vietnam and Cold War, to view memorials erected in honor of war heroes.

Christine said it was an honor to volunteer for such a great organization. She found it rewarding to meet so many wonderful people and veterans and looks forward to her continued involvement with BNHF. In fact, Christine has already begun planning for the 16th and 17th Missions scheduled for the spring 2024, which will be overnight flights.

The Travel Team continues to offer exclusive leisure and vacation travel packages online, visit [thetravelteam.com/packages/](http://thetravelteam.com/packages/). And don't forget that service fees are waived for Rich's associates, please contact the Travel Team today at 716-862-7731.



# 10

## Frost Artisan Bakery

Are you hosting this holiday? Get a head start on your to-do list by placing an order for sweet treats and desserts from REG's own [Frost Artisan Bakery](#).

The dream team at Frost have unveiled a delectable holiday menu featuring homemade pies, cheesecakes, tarts, custom cookies, and many other treats. Looking for an at-home holiday experience without the fuss? Make memories while decorating festive cookies with family and friends with a Frost cookie kit.

Follow Frost on [Instagram](#) and [Facebook](#) for additional holiday features, and stop by the storefront at 1197 Niagara Street to take home something indulgent from their dazzling daily display of pastries, desserts, cakes and cookies. Frost will also be selling specialty gift baskets and cookie trays, as well as gift cards.

### IMPORTANT ORDER DATES

Thanksgiving orders must be submitted by November 18. December holiday orders can be placed starting on November 15, and must be received no later than December 16.

### HOLIDAY HOURS

Frost is open Wednesday through Friday from 8 am to 4 pm, and Saturdays from 8 am to 2 pm. The bakery will be closed from November 23 to 28 for Thanksgiving, reopening November 29. Frost will close for the holidays beginning December 24, and reopen in the New Year on January 10, 2024.



# 11

## The Nest BBQ and Sports Bar

Nestled adjacent to the iconic Green Turtle Inn in Islamorada, The Nest BBQ and Sports Bar is one of three restaurants operated by REG in the heart of the Florida Keys. The Nest has recently undergone a transformation that has turned it into a thriving destination for locals and visitors alike. With a fresh new look, expanded menu, and a range of creative events, The Nest is soaring to new heights and capturing the hearts of the community.

The Nest recently introduced a brand-new BBQ menu, building on the success of the popular Roadside BBQ located on Overseas Highway. The mouthwatering meats, including beef brisket, pulled pork, and chicken, are smoked for 14 hours to deliver the very best BBQ flavors you can find in the Keys.

The team also unveiled a new website, [nestbbq.com](#), featuring a user-friendly online ordering system, which has seen a significant increase in take-out business, catering to the needs of those on the go.

The Nest also launched an exciting lineup of events including daily happy hour, Hump-Day Trivia, and a live comedy show on the last Saturday of each month. The Nest's first-ever comedy show featured a sold-out crowd in September, and tickets are selling fast for the next show scheduled for October 28.

Recent changes have resulted in a remarkable doubling of revenue right out of the gate. With a unique blend of mouthwatering BBQ, engaging events, and an inviting atmosphere, The Nest is a place where good food and great times come together in the heart of Islamorada.

# 12

## Rich's Catering & CFS



Rich's Catering and Powerhouse are experiencing a record fourth quarter as they head into the busiest time of the year. But, before guests begin pouring into the Atrium for holiday events, the team has scheduled a quick refresh on the carpet that was installed during the Atrium renovation in 2014.

The Atrium will be temporarily closed between November 13-17 while the new carpet is installed. Associates will still have access to most of the first-floor conference rooms, Dolly's Café and the seating area behind the fireplace. Atrium seating, Bubba's Enclave, Mimi's Enclave and the 501 Club will be closed during the replacement project.

Earlier this quarter, CFS revived the spirit of the Red Brick Market (the new home of Frost Artisan Bakery), by offering a selection of frozen products for sale in Dolly's Café. Back by popular demand, Dolly's is selling fan favorite items including Rich's BBQ Pulled Pork and exclusive versions of Rich's products currently unavailable in grocery chains such as 4-packs of Cauliflower (GF) and Cheddar Broccoli (GF) pizza crusts. These frozen items can be purchased during Dolly's hours, Tuesday-Thursday between 7:30 am and 2 pm. Watch for online ordering capabilities coming soon!