

July 25, 2007

To whom this may concern:

It is with great pleasure I recommend Astrid Baur as a travel guide and consultant.

My first contact with Astrid Baur was a week before my tour of Kind Ludwig's Castles and Bavarian Lakes was to begin. From the very first phone conversation with her, I knew my experience in Germany was going to be exceptional. Miss Baur was very professional, friendly and accommodating to my every need. She answered all my questions about traveling over seas and sent me emails as well, on tips for traveling, what to pack, what to expect at customs etc. Miss Baur was very enthusiastic about her tour and made me feel very welcome.

Before I had even met Miss Baur in person at the Munich Airport, I had called her several times on the phone regarding my lost luggage and even more concerning, my lost medications. She immediately took matters into her own hands and assured me that everything was going to be fine. With that, she was already on the phone to a local apothecary for my medications as well as talking with Lufthansa Airlines regarding my luggage. She took a very problematic situation for me and turned it into a well handled, resolved one.

The relief I had knowing she was taking care of these matters for me was immeasurable. She went above and beyond the call of duty, without ever hesitating. This was just one of many situations she flawlessly handled during the tour for other group members. The in depth narration of history and personal stories of the places we visited on the tour was not only interesting but enchanting. Miss Baur's intimate knowledge of the country and the hidden treasures of mountain Inn's were remarkable.

Throughout the tour of 9 days, Miss Baur showed endless enthusiasm and energy for the group. The flexibility and organization of our daily itineraries was impressive and impeccably expedited. Without Miss Baur, my experience could have been simply informative and comfortable. Instead, she made it a trip of a lifetime with lifelong memories, new found friends, and a love for traveling to Bavaria and Europe.

Sincerely,

Nanette Enriken

(Contact information available through Astrid Baur)