

28th July 2007

11 The Maples
Hitchin
Herts SG4 9HA
England

Dear Astind,

I would like to thank you for making our holiday in Bavaria so enjoyable. The itinerary was great, incorporating so many different elements - horse drawn carriage rides, boat rides, the ski lift as well as the amazing castles.

The weather was disappointing but we were most impressed by how easily you managed to rearrange the itinerary so that we could make the best of the weather (especially the snowbase fight on the Zugspitze). Most tours are set in stone and cannot be changed regardless of circumstances.

We liked the way you left us to enjoy the sights on our own but miraculously appeared at just the right moment to lead us back to the coach so we never felt lost. We also liked the different places you took us to eat, not the usual tourist restaurants. Every day was interesting and fun.

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Everyone on the tour got on well which was mostly due to your pleasant friendly manner and professionalism. You made us feel we were visiting friends rather than part of an impersonal tour.

Please pass our regards to our excellent driver Hans and all at He Landhaus who helped to make our holiday such a happy and memorable time. We will certainly recommend your tours to our friends and hope to enjoy more tours with you in the future.

With all best wishes

TESSA, JAN + JENNINE HEAGLEY