

To:
Nihat Yolageldi
Magnificent Travel
Istanbul, Turkey

Dear Nihat

We reached Canada safely. I sincerely thank you for a very properly arranged our Turkey and Greece Tours. The tour content was good, the guides were knowledgeable polite and punctual. All our pick up and transfer personal were in time with proper identification. Over all we were very satisfied by the quality of hotels and service provided.

I will specially like to mention that quality of service can be judged much better when things do not go as per plans. That is the time the system is put to test. We had our share of problems due to unforeseen weather conditions leading to cancellation of our flights. Under these circumstances I was able to contact you over the phone.

You were available even at odd hours of the day and promptly made the necessary changes to our travel plans. That is what one would expect. I will have no hesitation in recommending your travel group to others. I was contacted by a radiologist from USA since my return and I gave her my honest assessment of the provided services. I would not hesitate to use your service again. You can use any part of this email for reference purposes.

I have already given my suggestion regarding coordinating the time of check out from the hotels and the next flight or bus timing to avoid undue waiting in the hotel lobby or train or bus station. Also regarding the special vegetarian meals, your instructions were very clear on each and every voucher you gave me for the local tour guides and companies; they had not made any special provision for this. Although there was plenty of vegetarian food available as side dishes the main course dish was not provided in most of the places it was just omitted.

In case you need any further details regarding our experience with your travel group please do not hesitate to contact us.

Thanking you once again.

Dr. A. S. Wardekar
Date: 19 March 2005