

MICHAEL SIMMS

March 3, 2008

Dear Mr. Chippindall,

You have an excellent reservationist named Molly. I am probably not telling you anything new; however, I wanted to make sure her follow through and warmth is appreciated and recognized.

I called on February 26th to reserve a room for the following evening, but as expected with a beautiful hotel as yours, you were booked. Mollie didn't want to leave us disappointed and offered to put us on a wait list. The next day she called to inform me there was a cancellation, and we would be staying in one of your tower suites.

When we asked to stay an extra evening and were told the hotel was full, she called to your sister property, The Sanctuary, and found us a room.

It was our first time staying with you. We'll be back. I tell friends it was the highlight of our trip.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'MS', with a horizontal line extending to the right.

Mike Simms

Cc: Molly