

**Scorpios Beach
Santorini**

19th October 2010

Dear **Sirs**,

Re: **Gold Awards 2010**

I would like to personally congratulate you on winning a Gold Award for 2010 in the category of **3 Sun** and thank you for all your hard work in ensuring our customers have great holidays.

Our Customer Satisfaction Questionnaires (CSQs) enable us to monitor customer feedback on all aspects of their holiday, including a detailed appraisal of their holiday accommodation. We know that when choosing a holiday, this information is an extremely useful tool for customers, therefore we publish results in our brochures and online. Your Gold Award win will be highlighted in our next edition brochures.

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You will be presented with your Gold Award locally, by the Area Manager for your resort by May 2011, enabling you to display your Award in your hotel before the start of next summer season.

Once again, congratulations and thank you for your continued support in delivering a high quality product and helping make our customers feel special.

Good luck for 2011.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Johan Lundgren'.

**Johan Lundgren
Managing Director, Northern Region
TUI Travel PLC**