

TravelWell
Blumenaustrasse 11
9500 Wil (SG)
Switzerland

Dear Marc, Barbara, and Claudia,

We just wanted to tell you again how much we enjoyed the time we spent with you in Switzerland. You put together a tour that showed the wonders of Switzerland to six eccentric adults and ten children (aged 5 through 21!) while feeding, lodging, and transporting us with such perfection that we didn't have one moment of angst the entire time.

After fifteen years of traveling together, we know how difficult it is to find activities that appeal to such a wide range of ages and interests, not to mention how hard it is to painlessly feed and move a large group. You did an outstanding job at both. This was the best vacation we've ever had. We enjoyed every minute!

From experience, we know the enormous amount of work it takes behind the scenes to make this happen, and we are deeply grateful for your attention to detail. You made our first visit to Switzerland so delightful that we all agreed that we'd like to come back and see more!

We will certainly recommend TravelWell to friends who will appreciate the quality of your work. Thank you for a truly memorable trip!

Best always,

Jonice & Steve Patrick

p.s. Your "Don't Forget Switzerland" gifts saved our lives in Italy - everything in them was used and appreciated, especially the water (on the train!), the Swiss Army knives, the bandages (after using the Swiss Army knives), and the delicious chocolate. The Swiss backpacks can now be seen on the subways of Tokyo, proudly worn by our children!

Client Questionnaire

May we ask for your help: we would like to get your ratings for our services. This will help us, to keep the quality up and to improve it, if necessary.

CHAUFFEUR-DRIVEN LIMOUSINE / VAN / MINIBUS

Name of Driver / City	Helpfulness / Friendliness	English Fluency	Informative / Knowledgeable
MARC, BARBARA			
! CLAUDIA	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹

GUIDE

Name of Guide / City	Helpfulness / Friendliness	English Fluency	Informative / Knowledgeable
MARC, BARBARA	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
! CLAUDIA	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹

HOTELS

Name of Hotel / City	Atmosphere	Service	Comfort
MARC, BARBARA	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
CLAUDIA ALL WERE	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹
VERY CLEAN & COMFORTABLE	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹	☺! ☺ ☺ ☺ ☹

Travelwell

www.travelwell.info
P+41 (0)71 913 32 10
F+41 (0)71 913 32 10

Blumenastr. 11
9500 Wil (SG)
Switzerland

Your one stop shop for all of Europe !

What is the most outstanding memory / experience on your trip?

The Jungfrau was spectacular, as was the scenery everywhere we went.

What could we improve in the future?

Nothing - you did everything well.

What general additional / different service would you welcome?

Guided tours for small groups, families and individual traveller

Multilingual guide in all cities and areas throughout Europe

Special events
Golfing, Skiing and all special interests

We sell memories!

Train

Most Americans are not used to travel by train. Did you enjoy it?

YES

Recommendation

To whom do you think we should offer our special services?

We will recommend you to friends who will appreciate you!

Price

Travelwell will never be the cheapest operator. Unlike most other operators, we will always try to provide excellent services. Over all, do you consider the relation between price and services is justified?

It was worth every penny. It was so relaxing not to worry about how to get to our next destination!

Travelwell

www.travelwell.info
P+41 (0)71 913 32 10
F+41 (0)71 913 32 10

Blumenastr. 11
9500 Wil (SG)
Switzerland

Do you have any other suggestions or comments?

(SEE LETTER)

Thank you for having taken the time to answer these questions. We hope to welcome you soon again! If you fill out your name and address below or include your business card in the enclosed reply envelope, you will get a sweeeeet surprise from Switzerland!!!

Name:	JONELLE & STEVE PATRICK
Address:	4-1-12 MINAMI AZABU #2052
City, State, Zip:	MINATO-KU 106-0047 TOKYO
Country:	JAPAN
e-mail:	jonellep@well.com
How did you find out about Travelwell	through Connie Ballmer

Travelwell

Your Incoming Agency
for exceptional travel trough all of Europe

194 Skyes Loop Drive
Merritt Island, FL 32953
USA

Blumenastrasse 11
9500 Wil (SG)
Switzerland

Tel. +41 (0)71 913 32 10
Fax +41 (0)71 913 32 11
email: welcome@travelwell.info
Web: www.travelwell.info