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From: [Catherine Schmidt-Jones](mailto:Catherine.Schmidt-Jones@pinnacle-travel.com)

To: manager@pinnacle-travel.com

Sent: Wednesday, July 22, 2015 10:01 AM

Subject: Re: After Sales Service from Pinnacle Travel_BF23349

Thanks for checking. Overall, the trip was fantastic, a memorable experience that we will all treasure. I look forward to booking future trips through Pinnacle.

Specifically, the rooms in both of the hotels were very comfortable and the breakfast buffets were outstanding, and both were in ideal locations, on the waterfront in Kuching, and in a rustic setting in the Mulu jungle. Our driver in Kuching, Billy, was outstanding, very punctual, knowledgeable, and friendly, even offering to pick us up early so that we could add an extra stop to our itinerary or have a better chance to see the wildlife. The trip to Bako park and the wildlife cruise on the itinerary were both fantastic. In Mulu, there was a slight mix-up about who would be our guide, which caused a little initial confusion, but did not cause us to miss any of our activities. My daughter and son-in-law loved the "adventure caving," and I also enjoyed the chance to see the wilder parts of the caves, although the "adventure" part was a little tough for someone my age. The other trips on the itinerary were wonderful, and we were very happy that the shuttle from the hotel was available for extra trips on our own into the park, even late in the evening and very early in the morning. My only complaint would be that all of the groups for each trip seemed to go at the same time, which made some of the sights crowded; it would have been more pleasant if each guide brought a group at a different time, reducing the crowding.

Sincerely,

Catherine Schmidt-Jones

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