

From: Mr Tay Beng Chai
Sent: Monday, 28 September 2026 5:11 pm
To: manager@pinnacle-travel.com
Subject: New Post Trip Feedback

Dear Pinnacle Travel Sales Team,

A new post-trip feedback is received.

Your Name *	Mr Tay Beng Chai
Your Booking Number (Pro-forma Invoice)	
Your Trip Travel Date	21 to 26 September 2026
Your Overall Experience	Good except a serious oversight that spoiled things
Singapore Service Staff	Good
Overseas Tour Guide / Service Staff	Jackie came and introduced herself as our guide. We were not expecting one but anyway she is pretty helpful and nice.
Accommodation	Good. Jen Hotel is highly recommended.
Transport / Logistics	Bus is alright although a little old but driver Mr Zhang is very attentive, helpful and accomodating.
Tour Itinerary	Good.
Value for Money	Not bad.
Other highlights, concerns or suggestions to help us improve	We played Mountain on Day 2 but coring work was being carried out on the second nine. So it was hopeless because the cored earth is fairly big and strewn all over the fairway. The ball cannot roll and we need to sweep away the cored earth to find a spot to hit our balls. Also they did thinning work on greens. We could have been advised and could have played Mountain on Day 1 (we understand work has not started then) and Lake on Day 2 instead. Alternatively skip Spring City altogether as there are other good courses in Kunming. Keeping tabs with golf courses' maintenance schedule is critical to avoid spoiling a game being looked forward to and which we travel so far to play.