

From: Catherine Schmidt-Jones [mailto:d[REDACTED]@gmail.com]
Sent: Sunday, January 15, 2017 2:35 PM
To: manager@pinnacle-travel.com
Subject: Re: After Sales Service from Pinnacle Travel_BF24189

Sorry to take so long to respond. Overall the trip went smoothly and we were very happy with Pinnacle's service. We were particularly happy with Nancy's and Sarah's help in preparing the trip on such short notice. They were always informative and helpful and quick to reply.

In Sabah, everything went smoothly as planned, and we very much enjoyed the itinerary. The wildlife-viewing boat trip was a special highlight, and we enjoyed Kinabalu park so much that my husband and I would like to return for a longer stay to enjoy the hot springs and the trails at the park. I would like to particularly single out our guide, Dale. I understand he is an independent guide hired by the local tour company and if possible we all would like to let the company know that we thought he was outstanding and we would highly recommend that the company hire him whenever possible.

The only negative was the service apartments. We could hear the rats in the ceiling at night, and the cook top scared me. The staff tried to persuade me that I did not know how to use it properly, but it was just like my cook top in Singapore. The start button did not work - I had to light it using a cigarette lighter - and occasionally the gas would flare up and the burner would blow itself out. It seemed rather dangerous. I understand that it is probably difficult to find short-stay places in Kota Kinabalu that have a kitchen, so I do not blame Pinnacle or the local tour company for the problems, but thought you would want to know that I would not recommend those particular service apartments.

Thanks very much,
Catherine