

From: Winston Chew

Sent: Wednesday, 22 October 2025 11:56 am

To: manager@pinnacle-travel.com

Subject: Re: Feedback Request | Your Experience with our services and the trip | BF27056

I was very pleased with my trip to Laos. The pre-travel information provided was comprehensive and helpful. The detailed itinerary and contact information made it easy to follow the day-to-day plans.

When I had trouble locating the guide upon arrival at the Laos airport, Felicia responded quickly and provided prompt assistance, which I truly appreciated.

Both the guide and driver were attentive, responsible, and always punctual.

Overall, it was a very pleasant and well-organized experience.

Regards,

Winston