

From: Ms Gracelynn Chong
Sent: Thursday, 13 August 2026 6:56 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 *	Ms Gracelynn Chong
Your Booking Number (Pro-forma Invoice)	BF27136
Your Trip Travel Date	6-10 Aug 2026
Your Overall Experience	Very good
Singapore Service Staff	Jin Yu
Overseas Tour Guide / Service Staff	N.A
Accommodation	Holiday Inn Perth City Centre was conveniently located and comfortable for our stay.
Transport / Logistics	Very good. The airport transfers and tour arrangements were smooth and well organised, except for the hotel-to-airport transfer on the last day. I have already shared my feedback with Jin Yu via WhatsApp.
Tour Itinerary	Very good and well planned. We enjoyed the Perth & Fremantle City Tour, Margaret River, Busselton Jetty, Mammoth Cave and the Pinnacles Sunset & Stargazing Tour. The itinerary covered many interesting places within the short 5-day trip.
Value for Money	Good value for money. The package included a good variety of tours, accommodation, transfers and some meals.
Other highlights, concerns or suggestions to help us improve	Overall, we had a very enjoyable trip. The itinerary was well arranged and we managed to visit many places within 5 days. Special thanks to Jin Yu for her good service and assistance with our travel arrangements. We look forward to travelling with Pinnacle Travel again.