

From: Ms Solveig Monvoisin
Sent: Tuesday, 17 June 2025 11:58 am
To: manager@pinnacle-travel.com
Subject: New Post Trip Feedback (Ms Solveig Monvoisin)

Dear Pinnacle Travel Sales Team,

A new post-trip feedback is received.

Salutation *	Ms Solveig Monvoisin
Your Email *	
Your Contact Number	
Your Booking or Invoice no.	BF26920
We are ready to listen, please input your feedback	Overall, we are satisfied with our experience with Pinnacle. We found Ms. Felicia professional, diligent, helpful and flexible. She did her best to assist us when parents requested some special bookings, and when our flight got delayed due to the Air India troubles. We would maybe have appreciated some additional support in the initial check in process, which required visa information, but overall we are satisfied with Pinnacle and would be happy to book a future school trip through Pinnacle. Thank you Ms. Felicia!