



June, 2015

Heather Anderson/Yves Lemarchand

Experience Scotland
2 West Street
Penicuik, Midlothian
EH26 9DL
Scotland

Dear Heather & Yves,

Please accept this letter as our personal and professional endorsement of Experience Scotland team as an outstanding business partner.

As a Manager of Sales Programs, I know how important is to work with dependable vendors.

On behalf of FRHI Hotels & Resorts I would like to express our gratitude for an outstanding services your company, and specifically you Heather and Yves, has provided during our company's Sales Incentive trip in Scotland and London.

In my role, over the years, I have worked with many vendors, suppliers; DMC's and I must say that you've set the bar really high!

It was an absolute pleasure to be working with you during the preparation process as well during the actual trip. You were always professional, on time and most of all very friendly to work with.

Based on the survey responses we've been receiving from the participants this trip was one of the best if not the best in the history and you've played a huge part in its success.

I would definitely highly recommend Experience Scotland to any company who is looking for superb services.

I wish you all the best and to all of your customers the same pleasant experience as it was ours.

Sincerely,

A handwritten signature in black ink, appearing to read 'Renata Dobrik', written in a cursive style.

Renata Dobrik
Manager, Sales Program