



DEAR MR. CHARLES FELIX RHEAULT,

IN OUR CONSTANT ENDEAVOUR TO ENHANCE CUSTOMER SERVICE WE REQUEST YOU TO SPARE FEW MOMENTS AND GIVE US YOUR CANDID COMMENTS ON THE FOLLOWING ASPECTS OF YOUR TOUR :

1. HOTEL/S USED ON TOUR :

Outstanding selection and most welcomed.

2. TRANSPORT PROVIDED :

Good. Drivers knowledge of the local conditions suited the area.

3. GUIDE SERVICES :

Some went out of their way to be more than obliging, others such as in Delhi + Agra only did what they had to + did not add to the tip. Would not recommend again.

PERSONAL SUGGESTIONS TO SERVE YOU BETTER IN FUTURE / REMARKS :

As this was our 2nd use of Tour Mart, your organization is 1st rate, however some of your sub-contractors let you down.

DESTINATIONS COVERED - DELHI, SRINAGAR, PAHALGAM, AGRA AND JAIPUR.

TRAVEL DATES - 06 TO 16 JULY '09

WE THANK YOU FOR CHOOSING TOUR MART AND LOOK FORWARD TO THE PLEASURE OF SERVING YOU AGAIN !

ZUBIN MODY (zubin.mody@gmail.com - PERSONAL EMAIL)
PRESIDENT