



November 2, 2017

Dear John,

As another cruise season comes to an end in Maritime Canada, we wanted to take a moment to express to you our warmest admiration and appreciation for your unfailing service as one of our regular suppliers throughout 2017.

We appreciate your support to ourselves and our guests and would like to thank you for your significant contribution in bringing Ambassatours Gray Line to its respected level within the tourism industry. Please know that we consider it an absolute privilege to have had a relationship with you over the seasons, and the true credit of much of our success goes to you as we could not accomplish what we do, without you.

John, we are thankful for your partnership for many reasons... your continued outstanding level of service and tasty food for our guests, as well as flexibility with last minutes adjustments is greatly valued. We have had a few date and time changes this year and when we have made calls to you regarding last minute timing adjustments for our guest arrivals, you have been so willing to help us out every time! Each time we contacted you and your team with any changes you have all worked so well with us and greeted our guests and guides alike with a smile - we thank you for that.

We do hope that you will also kindly pass on our message to all your employees. We so appreciate their hard work and dedication, and of course hope we will have the opportunity to continue with your exceptional service in years to come.

We wish you a prosperous winter and we look forward to working with you and your team in 2018!

With kindest regards,

A series of handwritten signatures in blue ink. From left to right: Shannon, Paul, Jaska, Kathy, Bonnie, and Ryan. The signatures are written in a cursive style.

The Ambassatours Gray Line Cruise Team