

Hi, Mr. Po Tan,

We are back to Singapore.

What I must say is we enjoyed our tour very much overall. Newzealand is such a beautiful place and our trip is amazing.

Some feedback for you, hope you don't mind, probably it could be useful for your future ongoing business.

Auckland Hotel- Auckland City Hotel- It is near to the shopping area, less than 5 mins walk to Skytower which is the coach pick-up point,

It is quite clean, spaciou and new-looking, in fact, I like this hotel.

No tour in the itinerary, but we went to Waiheke Island, a beautiful island.

- Rotorua

Motel- Silveroaks Resort Heritage:

I have to say this motel is really really Terrible, room is old and the spa bathtub is horrible, full of cracks and color turns to green and yellow, which really looks very dirty. And it is SO FAR FAR AWAY from the center, dame 40MINS walk... neither shopping centres nor catering area around, it is very inconvenient. When we walked passed by some other motels, just wondering how we pay that moeny to get that crappy motel. Just too much compliant for this place, can't stand it for 3 nights indeed. And we were informed that cooked breakfast is not included. the cook is very rude, when we tell the waitress whether the omelete could be served soon after waiting for 15 mins, we would missed our tour pick-up. Surprisingly the chef came out and say loudly" you want the egg now? ok, then it is not cooked one... the attitude shocked us. In the end the served omelet! is not fully cooked, watery. We were so so disappointed about the hotel and service deeply!! We tried to called you on the arrival date, but no one answered!!

Suggest do not book this motel anymore, no value at all. Bad service Bad location, Bad room condition with older TV with only 5 channels.

We join the maori performance and dinner, which makes the trip really unforgettable, it is Mitai Village. the food is tasty too.

And A spa package is not bad either.

- Napier.

We reached there 1525hrs. Check with hotel F.O. Winery tour departes in morning, late city tour departures 2pm. Shops closed at 4, some at 5pm. So what left?? It is beautiful city with lots of arts shops, many things to see, but we missed most of them.

Suggestion would be put 2 days for the itinerary or book the coach which reach Napier in the morning.

Thank you for the effort you did on our itinerary. And If there is any refund for Silveroak, that will be nice.

Best regards,
Jin CH&SIN 31OCT2010