

Dear Po Tan

Ist of all We, Zaiton and I ,Sarada would like to thank u very much for a wonderful breathtaking sights of our NZ trip.

Lake Tekapo is a definite must for future travellers and especially the Mt John Night Star Gazing Tour-simply amazing and spectacular experience! Queenstown is a must, at least for 2 days minimum is sufficient. Te Anau and Milford is also a must for the cruise and the glowworms experience. Ofcourse Fox glacier and the Pancake Rocks.

However there were some unfortunate experience during our trip. Below are some of the examples:

1.The instruction for the DartRiver jet pick up where the bus stop is below the Sherwood Hotel was not clear as we soon found out that there are 2 bus stops one on opposite side of the road. So a bit of confusion there . However we did find out from the receptionist and waited at the correct bus stop.But were anxious when we saw the van passing the other way! So Zaiton had to call them to say that we are still waiting but at the opposite bus stop! Soon after the van came! Phew! What a relief.

2.At Lake Wanaka - We waited for 1/2 hr But Mandy never appeared till we asked the i-site info to call the Te Wanaka lodge but no one replied. So the receptionist at the i-site info told us and was convinced that we will be picked up! After about 1 hr I told Zaiton to go and find the lodge and tell them to pick us up cos both of us have a 20kg bag each plus our carrier while I stayed behind with the luggages! Finally Mandy's mother inlaw came and she told us no message was given to her about picking us up-Mandy had the weekends off! We never get to meet Mandy herself with any apologies at all. But Her Mother in law is a Darling woman and serve us well.

3.Lastly we would appreciate that in future when u do bookings for the future travellers please ensure that they get ground floor accomodations!

There are about 4 hotels where we were given 2nd floor without any escalators in the hotels! These are

a) Sherwood Manor when we first checked in before going to Te Anau for a night; We requested the receptionist to book us at the ground floor upon our return. Thankfully we got it.

b) Te Wanaka Lodge- also lots of staircase-so upon arrival the room was not ready so was told to come back 1 hr's time and luckily they have put our 20kg bag each up in our room. But the dread was checking out! Both of us had to slowly drag the bag step by step down the long staircase!

c) Heartland Hotel Fox Glacier-Again it at 2nd floor- but i had to ask for assistance checking in and out as well and fortunate enuf to be given by the duty manager on dat day-Phew thank goodness!

d) On last nite at Christchurch -Heartland Cotswold Hotel- Again top floor and no escalators!- Again I requested for assistance when checking in but too shy to ask when

checking out!- What a torture for me especially when I had already problem with my tendon on my right wrist! I was supposed to have light duty and excuse from using the right hand till end of October but was forced to drag the bag down slowly step by step!

So Po Tan these are our feedback with the intentions for u to arrange a much more pleasant experience for the future travellers! Otherwise on the whole despite of the hiccups it was still a wonderful experience for both of us. Thank u very much!

Warmest regards!
Sarada and Zaiton
(SIN - 25SEP 2011)