

Good afternoon, Po!

Thanks for asking. We have all returned safely on 23 Sep.

The itinerary which you have recommended was excellent. We will highly recommend you to our friends and relatives. The daily schedules and timings were executed in perfection. We believe we would have thoroughly enjoyed the trip had it not been for the scare of the earthquake and the unexpected heavy snowfall. The cold was too much for us to bear. We took many beautiful pictures.

There are three issues which we would like to bring up to your attention and await your advice:

1) Milford Sound Cruise on 18 Sep was cancelled as the road leading there was closed due to the bad weather. However, Real Journeys offered Doubtful Sound as an alternative and claimed that it is equally beautiful. We were thoroughly disappointed at the end of the trip as the weather was too wet and cold. We also do not get to see any seals, penguins etc.. At the end of that day's trip, we were advised by the staff of Real Journeys that there would be a refund and that we should contact you to recover that refund. Kindly assist.

2) Champagne Balloon Flight on 22 Sep was "cancelled due to adverse weather". I have spoken to Barbara Pickering. She has confirmed the cancellation and advised that I should contact you for the refund. Kindly assist.

3) Camelot Hotel reservation (21 - 23 Sep). We received an email from Laraine only on 20 Sep that "Camelot Cathedral Square has overbooked your rooms in error and asked us to rebook you at another hotel in Christchurch". As a result, we were booked at Elms Hotel which is far from the central area. We had planned to do some shopping and photography for this period. We have incurred additional transportation costs (NZD38.40) just to go there. It was also time consuming. We demand an explanation from Camelot as to how such situation could arise when our booking was already confirmed back in July. We would also like to be reimbursed for the NZD38.40, not to mention the inconvenience caused to us. Kindly assist.

Awaiting your reply soon.

Many thanks,  
Mr & Mrs Lim CL  
SIN - 13 SEP 2010