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**EUROPEAN REGION-
ETUCE**

Bruxelles, 1 March 2019

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Susan FLOCKEN

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Dear Mrs. Mousoulea,

With some delay, due to an extremely busy schedule over the last months, it is my pleasure to express our gratitude for the professional and kind assistance and guidance provided by Himalaya Travel in the runup to and during our Special Conference which took place in Athens from 26 to 28 November 2018.

From the preparatory phase onwards, we experienced understanding of our needs and creativity and flexibility in the way in which our requests - sometimes demanding - have been handled. During these first months, we particularly valued your efforts to identify convenient locations, and your determination to achieve reasonable rates and flexible conditions for high level locations and services. Site inspections were prepared in an excellent way, ensuring exchanges with all partners and providers involved. Communication was transparent, efficient and straight forward, leaving no space for confusion or misunderstandings.

Furthermore, from the day of our arrival, during the set-up of the facilities and throughout our series of meetings, a presence was ensured, even late at night.

We also received very positive feedback from colleagues calling upon your agency for touristic purposes after our meetings.

Finally, the financial aspects were dealt with with diligence and in full transparency. As a consequence, accounts were cleared quickly and smoothly.

Dear Ms Mousoulea, please accept and convey to all your colleagues involved in our events our sincere appreciation and thanks for your valuable support. We are grateful for the efforts you made and would warmly recommend Himalaya Travel to any colleagues and relatives who would seek our advice in finding a reliable partner to organise events in Greece.

Yours sincerely,

Susan Flocken,
European Director