



October 29, 1999

Ana Maria Mendes
Destination Portugal
Av. Miguel Bombarda
61 - 6.º - 1050
Lisboa - Portugal

Dear Ana Maria,

Your professionalism and attention to detail are matched in the highest regard by your warmth and hospitality! Our recent incentive trip with Fox TV to Lisbon was their most successful to date with compliments and high ratings being received consistently.

We want you to know that it is because of your involvement in this project from the beginning that Lisbon was such a successful destination. From the initial advice based on your deep knowledge of Portugal and experience with groups, to your attention to every detail on-site, we couldn't have had a better partner than Destination Portugal. Having Ursula stateside made communication timely and hassle free and it was a pleasure working with her! Your guides were all terrific and so knowledgeable. They gave information in a friendly, pleasant manner so that people commented that it felt like being shown around by friends rather than a "herded tour"! And your bus drivers were superb!

We appreciate the personal attention you extended to us and the requirements of our group. We had an absolutely fabulous time in Lisbon because you showed us such a variety of wonderful experiences. Not only do many of the group members want to come back and spend more time in Portugal, but we eagerly look forward to bringing another group and working with you again!

Best regards,

Pam & Jim Martin
Creative Meetings & Incentives

CC: Ursula Mac Tisell