



July 23, 2018

Cayce Callaway
137 East Lake Drive SE
Atlanta, GA 30317

Dear Cayce:

I have never used travel agents before, and I've always done all of my own planning for our travel, until I met you a couple of years ago. I will never go back! As you know, we love to travel, and usually travel internationally several times per year. In the past two years, you have helped me plan six amazing trips. We just got back from the fifth one and already looking forward to our next one.

Since I have met you, you have been nothing but amazing. You always provide excellent service, and you've saved us several thousand dollars on flights so far. Whenever I find a fare online, you always manage to find a much cheaper and better fare. You know exactly what we enjoy and value in our travels, and your recommendations are always consistent with that.

Last year, on our trip to Greece, we had a flight cancelled due to weather and we missed our connecting flight. You stepped in right away and made arrangements for an alternative flight that got us back home on time for my kids to go back to school. You handle issues with grace and efficiency that is truly appreciated!

I now know the value and benefits of using a travel agent, especially one as wonderful as you. I have recommended you enthusiastically to many of my friends and will continue to do so!

Warmly,

Tanya S Osensky