

23rd April, 2016

Dear Sirs,

I returned home from the holiday with Honiton, Ottery & District National Trust Assn. to Northern Spain, staying at the Olimpo Hotel, Playa de Isla, on Wednesday last, 20th April.

I would like to say how very much I enjoyed this holiday. I've been with the same group on several holidays organised by Tailored Travel, and they have all been very good, but I especially liked this one, possibly because the hotel was so delightful.

I believe everyone in our group had a room with a sea view, and the food was excellent. However, I was embarrassed at times by the amount of good food which I simply could not eat! I am 81 and I can no longer eat 4 course meals! I did my best by not having the salad starter, but even so I was still left feeling defeated! I felt sad and embarrassed and I tried to explain to the waiters when they collected the plates that it was not because I had not enjoyed the food - it was just too much for me!

Would it be possible for you to explain this to the hotel and perhaps for groups of mainly elderly folk to offer smaller portions if so wished? This might help the prevention of food waste, and possibly be more financially cost-effective for the hotel?

It was otherwise delightful to have "real" Spanish food (presumably mostly local food?) and have a real Spanish experience rather than the usual bland experience in hotels when they tend to cater for all nationalities etc. and play safe by having good but bland food!

They were very generous too with the wine placed on the tables and frequently replaced!

Your tour manager Mr Paul Richardson was excellent. Very professional but with the right amount of fun and humour and strictness. He did a grand job, and also the driver of the coach. Because we were all "well behaved" it meant that there was sometimes a bit of spare time for an extra "treat" and I would guess that Paul must be a terrific asset to your business?

I had personal sentimental emotional reasons for enjoying this particular holiday too and it brought back many, many very happy memories as well as creating new, happy memories. But I shall remember the hotel with affection for a long time to come.

Over.....

With many thanks,

Yours faithfully,

Jill Chave

Jillian L. Chave (Mrs)

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