

April 4, 2013

Dr. David Rumpik
Clinic of Reproductive Medicine and Gynaecology
Sanatorium Tomášov
U Lomu 638
760 01 Zlín
Czech Republic

Dear Dr. Rumpik, IVF Specialist & owner of IVF Clinic Zlin,

We want to take this time to let you know that everyone on your staff made our experience with Clinic of Reproduction Medicine & Gynecology Zlin and the stay at Hotel Tomasov a wonderful one. Everyone from the very beginning to the very end was phenomenal. We do not have one complaint about our stay. And, for me (Ted) to say that, is a big deal. I work in Customer Service and provide the highest quality service to our customers. Therefore, I demand excellent customer service and when I do not get it, I will complain.

Our coordinator, Eva Valentova was truly exceptional in her continuous communications with my both of us, answering all of our questions, advising us when she would be off work on holiday, and even providing her mobile phone number if we needed her. We are sure that she got tired of all of our questions, but never let it show. She is really wonderful.

The week before we arrived, we called the hotel and spoke with Nadka Pohankova. She made us feel so safe and secure that our reservations and transportation were all in order. She sent us several emails, answering our questions and asking if there was anything that we would need while we were in Zlin. The day after our arrival, we went to lunch with Nad'a and Petr Lysoněk (who provided our transportation) at Potrefena Husa. It was so nice of them to spend time with us on their day off to make us feel even more welcome in Zlin. This type of service is exceptional! We hope that we are successful with our fertility treatment and that we do not need to return. But, if we do, we will be very happy to return to Hotel Tomasov.

I want to make special mention of several members of your staff who went above and beyond for us during our stay. The following individuals are truly an asset to your hotel and the guests that stay there. These people are:

- Eva Valentova (IVF coordinator)
- Jana Sedlarova (reception)
- Zdenka Lazecka (reception)
- Nadka Pohankova (reception)
- Petr Lysoněk (transportation)
- Petr Kucera (restaurant)
- Katka Balejova (restaurant)
- Elena Bednarova (housekeeping)
- Michaela Skaunicova (hotel manager)

So, thank you from the bottom of our hearts for providing for us a truly wonderful and memorable experience.

Sincerely,
Ted & Angela Ferrara