



Dear Guests,

It is my pleasure to announce to you that the Holiday Village Red Sea has won the **Summer 2009 Golden Award** given by Tui group for being the best Holiday Village amongst other 9 Holiday Villages. The award is given as a result of our customer satisfaction rate throughout the summer season. Customer's satisfaction feedback is collected from guests by First Choice air crew when on plane departing back home, where guests get to score the hotel's services based on their experience

Since you "our guests" and your rating was the reason behind such an achievement, which of course was fairly given because of our efforts and performance. We have the pleasure to introduce, tomorrow 24/10/2009, some extra services as a gesture of appreciation to all our guests. Services will include

- Extra snack by both pools from 10:00hrs to 12:30 noon
- Extra snack at the main restaurant terrace from 22:00hrs to 01:00hrs (early morning)
- Cocktail bar at the Piazza from 21:00hrs with large variety of cocktails
- Bars All-inclusive service will be extended till 04:00hrs (early morning of Sunday) instead of Saturday midnight
- Canapés trays around the Piazza, lobby and view bar starting from 18:00hrs
- Nubian show and other shows rounding the hotel in the evening

Thank you very much for choosing Holiday Village Red Sea and wish you a pleasant stay

Sincerely,

Mohamed Shaarawi
General Manager