

20<sup>th</sup> April 2006

Barbara Thurgood  
Barbara Thurgood & Co  
9 Ridge Langley  
South Croydon  
Surrey CR2 0AP

Dear Barbara and Stephen,

I thought I would write this letter to you both to thank you for all your help and professional assistance with my dental treatment in Krakow, Poland.

You made me feel at ease with the wonderful service, care and attention that you gave to me and your attention to every detail is second to none.

I was extremely apprehensive and worried about traveling so far to have my dental work dealt with (I, like so many, really dislike going to a dentist anyway), but upon meeting your dental surgeons in Croydon the week before my traveling to Krakow, did allay any fears that I had. Once again, both the surgeons were so pleasant, gentle and caring that I felt immediately at ease in their more than capable hands.

The trip was in itself an experience that I will never forget, from the moment I arrived at Gatwick Airport and met both yourselves and the three other people who were to have surgery in Krakow, I realized that I was with an extremely competent and professional company.

I was met at the airport in Poland by a very pleasant chauffeur who took me to have an examination and X-ray, then on to the dental clinic for some impressions to be taken, then to a lovely old hotel "The Saski Hotel" where I stayed for the visit for four days. The Saski Hotel though very old was extremely dean and comfortable and also all the staff were so helpful and obliging. The food at the hotel was wonderful and cooked to perfection.

Each day I was taken to the clinic by the chauffeur, who waited for my treatment to finish, then returned me to the hotel where the rest of the day was mine to enjoy or explore the main square, shops and places of interest in the City centre.

Although I have suffered a little discomfort from the dental treatment (but no more than I would have experienced. in England) the care and friendliness of everyone concerned was marvelous. I am really looking forward to returning to Krakow in six months time to receive the final part of my treatment.

If any of your future clients have any concerns about this kind of treatment, they are more than welcome to contact me at either my home or mobile numbers and I will do my best to help convince them of the type of care, consideration and pleasure that I have received from Barbara Thurgood and Co.

Once again may I thank you both for the fantastic service that  
you have given me,

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Peter Andrews', written over a horizontal line.

Peter Andrews