

CLIENT ENDORSEMENTS

Kerry Graham has acted as Travel Coordinator for Wellington Drive Technologies Ltd. ["Wellington"], and for me personally, for over 11 years. It is unusual in the travel industry for a relationship to persist for so long without breaking down, especially given the complexity of the international itineraries and the diverse range of staff that Kerry and her team have supported, and the explosion of internet-based services over that time. Crucially, Kerry understands the difference between business travel - and the type of itineraries that are required and can be tolerated - and leisure travel, although can work cost-effectively with both: the internet doesn't remove the need to think through details and pay attention to them. Kerry has also obtained on our behalf several preferential cost arrangements with major airlines, and has proved highly effective at organizing routing and flight choices that result in costs well below headline Internet levels, and are effectively beyond the reach of those attempting to make their own arrangements.

Having Kerry working with us has meant we have avoided the costs of internal staff devoted to organizing travel, while obtaining a level of travel professionalism that would be difficult to recruit internally - and have secured a better level of response, both during and out of business hours.

Kerry Graham's service for Wellington is an excellent example of the way in which a highly professional and dedicated external provider can add genuine value to a company's operations.

Ross Green, Wellington Drive Technologies Ltd (April 2010)

Shirley Watson has been our Travel Agent of Choice for over 13 years. The service she provides our global team is invaluable. Shirley has always made herself available at all hours, assisting the guys with last minute changes and missed flights. She deals with many difficult requests, provides numerous options, whilst always looking out for the best possible fares for our company. A number of our overseas staff have taken to contacting Shirley for their travel in Europe, US and Asia. We have received excellent support from her colleagues on the few times that Shirley has been away - they definitely work as a team to ensure customers are kept happy. We cannot fault the service Shirley provides and recommend her without hesitation.

Jodi Colquhoun, EA, Rakon limited (April 2010)

"In my job travel is a requirement to maintain relationships between colleagues and the broader scientific community. Arranging presentations, talks and meetings is what I do best. I know where I want to go, but not how to get there safely or by the best route. For this information I rely on an expert, Clinton Sangster from The Private Travel Company, and have done so for 20 years. That decision gets me home just a little bit better."

Philip J Polkinghorne, Associate Professor in Clinical Ophthalmology (July 2010)

Shirley Watson has been my travel agent for about 20 years. She is a lovely person to work with. During this time she has worked both for large travel companies and also on her own account. She has never let me down in even the most minor manner. The certain knowledge that I can rely on her recommendations and know that she will follow through is why I never leave the country without her.

I have recommended her to my friends over the years and will continue to do so.

Joe Karam (April 2010)

Kerry has been our family travel agent for a number of years now. She has organised many wonderful holidays for us and we have always had an amazing time. Kerry's advice, logistics and organisation is always spot on and to top it off she provides it with friendly personal service. She has a fantastic travel and destination knowledge and will always source further information where possible to create a wonderfully crafted travel experience. Whether it has been a family of four on a trip to Fiji, a group of friends sailing around the islands, a couple off to Europe to celebrate an anniversary or a businessman racing to meetings in the USA, Kerry handles them all with the same personal, friendly and professional service. I have recommended her to a number of friends who have been grateful and thrilled after returning from their travels.

I wish Kerry and her team all the best under the new banner of 'The Private Travel Company' and know that their clients will still receive the fantastic service they have always had.

Mandy Brown, Remuera April 2010

"Clinton Sangster has provided travel arrangement services to Draftfcb for many years, both in his private company capacity and formerly when he was employed by another travel agency. It is testimony to his very professional service that when Clinton established his own private business the agency chose to continue to use him and moved their account.

Clinton always provides efficient, helpful, accurate and extremely reliable service. His knowledge and advice is wide-ranging and up to date and he is always available should an emergency arise. In our business it is often necessary to make last-minute travel arrangements and Clinton is always obliging and helpful – not to mention patient! From an accounting point of view his paperwork is detailed, clear and accurate and facilitates efficient reconciliations.

We would definitely recommend his service.

Liz Hooker, Executive Assistance/Office Manager. Draftfcb July 2010

Shirley has provided our family with over 22 years of travel services, both in business and pleasure. I have found Shirley to be prompt, reliable and knowledgeable based on her vast experience. I am constantly presented with a range of pricing options, ranging from air fares and hotels to stay with, through to where to eat and play. It is always a pleasure to have Shirley involved in our travel plans and have recommended her to work colleagues, friends and family for many years. I look forward to continuing the relationship for many years to come at The Private Travel Company.

Gene Kührtze, Epsom April 2010

Kerry has organized our family's travel arrangements for over 12 years. Every travel detail has been accurately co-ordinated, whether we are on our own, in a small group or private guided tours in diverse countries. None of us would leave home without her!

The Swift Family, Northcote (April 2010)

Shirley, you could work for the man on the moon and I would still only use you....

The attention to detail – documents are always in order

You understand our requirements – how often have I suggested something and you honestly say – "Jodie, I wouldn't send you there or put you there" – in accommodation or a destination that we wouldn't like.

You listen to what we are after – each holiday is different, some are luxury and some are cheaper yet always – needs analysis is always bang on"

Jodie Horsburgh (April 2010)

Kerry Graham has been looking after our travel for over ten years during which time we have travelled extensively and frequently.

She is a pleasure to work with and always provides us with plenty of options to consider.

Always professional she is efficient and reliable and we have no hesitation in recommending her for any travel requirements you may have.

P O'Rourke, Remuera (April 2010)

Sandra has been our travel agent for several years and has arranged both business and private travel for us. Sandra's attention to detail and the service she has provided have always been of the highest standard. She takes a personal as well as professional interest in all our travel arrangements and is continually endeavouring to improve the service she offers. When so much can be done directly on the internet, a travel agent has to be extremely competent to retain our business. Sandra meets that standard.

Felicity and Greg Smale (March 2012)