

## CLIENT TESTIMONIALS for wine-region-tours.com

24 September 2004

Mr Rowan Rafferty  
Managing Director  
wine-region-tours.com Pty Ltd  
P. O. Box 7505  
Melbourne Victoria 8004

Dear Rowan,

On behalf of the Club's Bar and Cellar Committee I am writing to thank you for your work in arranging our recent trip to the Heathcote and Bendigo wine regions.

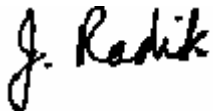
The food was superb, the accommodation was both historic and comfortable, and we were welcomed warmly by the wineries that you had lined up for us. The wineries went out of their way to look after us – in several cases providing us with barrel samples of unreleased wine, or generously allowing us to taste back vintages. Of added interest was that many of these establishments were very small but exciting producers that we had never heard of, nor come across their wines before.

In summary, we had a weekend of experiences that we could not have enjoyed without your excellent planning and network of 'contacts'.

I must make special note of the detailed itinerary and navigational instructions prepared for our tour. Our well-experienced coach driver commented that these were the most impressively detailed driving instructions that ever been provided to him!

We look forward to utilising your services again on a future Club trip.

Yours sincerely,



Jack Radik  
GPO Box 1681  
Canberra ACT 2601



Franklin & Bonnie Houser  
Dry Comal Creek Vineyards  
1741 Herbelin Road  
New Braunfels, Texas 78132  
Phone: 830-885-4121  
info@drycomalcreek.com  
[www.drycomalcreek.com](http://www.drycomalcreek.com)

Dear Rowan and Jan,

I well remember my desperate cry for HELP---via fax ---that I issued that November day in 2002. I had sent wine-region-tours.com my request at 1:30 p.m., Central Standard Time. I was surprised when Rowan called me shortly thereafter .... it was 6:30 a.m. Saturday morning Australian time. I was so impressed at your promptness, courtesy, and "accent".

From then on, the planning of the trip was by email, handled so capably by you, Jan. Thank you for answering all those questions I put forth, and for fulfilling all the requirements that we wanted. Those requirements were:

- ....the trip HAD to be in January since that was the only time Franklin could be away from his own winery.
- ....the trip had to have a balance of wine touring with the need to have "down time" and relaxation
- ....the desire to meet as many winemakers personally as possible. All requirements completed from A to Z!!!!

What I appreciated was the reassurance that even though it was a short time period in which to plan, we could rest assured that you would be successful in this endeavor. You gave us a vision about Australia,. Before you two, I was pretty lost and confused. And wasn't it amazing that this fabulous trip required only one revision? That's when the fine tuning and preliminary bookings began. When the completed itinerary was sent, I printed it off, put it in a notebook and referred to it daily on our trip.

We landed in Sydney a day later than scheduled due to missed connections in Denver and a day layover in L.A. It was a fortunate thing for us that we were able to meet you in Sydney. Your idea of providing a cell phone was such a good one. We used it often during our 27 days in Australia , calling you frequently. It was especially comforting when Franklin became ill in Canberra.

Your itinerary was so "right on"! Because we were so unfamiliar with your fair country, we relied entirely on your recommendations.... Starting in Sydney with the Harbor Cruise the day we arrived. The food and cruise were the perfect "Entrée" after the wearing flight over. After three days, we rented a car and began our wine odyssey to the Hunter, Rutherglen, the regions around Canberra, Melbourne, and Adelaide. Touring those ten wine regions .covering four States enabled us to see a varied and vast area. As beautiful as Australia is, it was the people who hold our hearts. There would be instances , when we would be standing in line (for a meal, a ferry, etc) that we would be drawn into conversation , asked to eat or have tea with them. Such friendliness and openness is hard to resist.

Your suggestions for restaurants and wineries were so helpful. In fact, you went "above and beyond" when you made contact with the wineries prior to our visit. Their responses , which you faxed to us at our scheduled hotels, provided great entrees into the wineries and vintners of each area. One winemaker was kind enough to invite us to Sunday dinner at his home. What a delight that was! Meeting those lovely people , up close and personal, was one of the most memorable events of our trip. This wouldn't have happened but for your persistence in communicating with the vintners. Thank You!!!

Rowan, how can we thank you enough for arranging to ship home our precious bottles of Australian wine? It was just another example of your personal attention to detail, your diligent follow through, and your good humoured attitude in trying to please us. Can we ever taste the outstanding wines of those ten regions and not think of you?

We have never been more pleased than with the service you provided, making this trip the best we've ever experienced. Please feel free to use this letter in any way you desire.

I guess, most of all, we're just grateful to have met both of you We're hoping for another opportunity --- here or there --- to renew our friendship, recall past experiences , and raise a glass to the future .

Love and God's best to you.

Bonnie and Franklin Houser

# LAMPLIGHTER WINES & LIQUORS

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April 8, 2003

wine-region-tours.com Pty Ltd  
P.O. Box 7505  
Melbourne, Victoria 3004, Australia

Attention: Rowan Rafferty  
Managing Director

Dear Rowan and Jan,

We are writing to formally convey our sincere gratitude for your superb handling of our recent (February 2003) business venture in your beautiful country. When faced with the challenge of developing a visiting schedule halfway around the world, we visited the Internet and discovered your firm. After several E-mails, we decided you provided just what we were looking for - an intense yet personal approach to conducting business with just the right amount of down time to allow relaxation.

Your choice of tour directors was superb - both Graham and John were knowledgeable, personable, and thoroughly delightful. Our experience would have not have been as memorable had we attempted this on our own. They definitely made the trip!

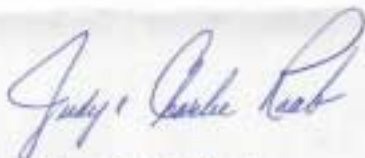
The itinerary was excellent from limos, hotels, and vineyard selections. The vast number of vineyards was initially staggering to plan from such a distance without a knowledge of the regions. Those chosen were a wonderful cross section of prominent names and small boutiques affording us an unusual opportunity not normally available to the casual traveler.

Since our return, we have introduced many wines "discovered" on our trip. Eight new selections are now on our shelves with several others pending. The biggest problem is finding space for the ones we would like to carry. Among the new vineyards are D'Arenberg, Cimicky, Penfolds, Rosemount and Burge Family. We were so impressed with D'Arenberg Vineyards that we brought in seven of their labels - unheard of previously in this shop. Most are lucky to find two slots but the quality and consistency of Chester's wines was not to be overlooked.

I've enclosed a copy of our newsletter which is distributed to our customers. They look forward to reading and hearing about our escapades in wine country. I will be happy to share with them our professional planners in Melbourne!

I trust all is well with you both and wish you success in your ventures.

Best regards,



Judy & Charlie Raab

From: David Martin  
To: "Rowan Rafferty" <rowan@wine-region-tours.com>  
Sent: Tuesday, April 29, 2003 11:07 AM  
Subject: The Coonawarra Wine Tour

Rowan,

What can I say. The whole experience was excellent. The value of the introductions and organisation of the trip is unquestionable. I've been a regular DIY wine tourist but I have never before been shown such hospitality.

Terry the driver was extremely accommodating. The reception we received from Tony and Brian Lynn at Majella Estate was unbelievable. Those two fellows are fantastic hosts and I'm a definite Majella convert. We had a great time all round. It was very interesting to be shown through Redman Estate and we received a very friendly reception at every winery we visited. Nick Zema of Zema Estate was very helpful in arranging for our purchases to be sent back. The fact that we were able to taste their top shelf wines was also a major bonus. The introduction to Penfolds was brilliant but unfortunately we ran out of time.

I am a definite starter for a return visit to Coonawarra but next time I'll be taking my wife. We will, of course, be using your services.

Many thanks.

David C Martin  
Partner  
HARDING MARTIN  
Chartered Accountants  
221 Brisbane Street  
IPSWICH QLD 4305  
Ph: +61 7 3812 2233  
Fax: +61 7 3812 2386  
Mailto:dmartin@ipsw.bentleys.com.au

23 October 2002

Hi Jan,

Just thought I would let you see the comments from my visitor book.

“Joe - thanks for showing us the joys of McLaren Vale. We couldn't have asked for a more beautiful day. Great company - great wine. Thanks for an amazing day!”

Colleen Nolan,  
St Louis.

“To Joe. Thanks for an amazing day. You reignited both my love of wine & culture. I will certainly be back for more. Thanks again.”

Taylor Hayden,  
Cincinnati, USA

I think they were happy with the day.

Regards,

Joseph Heyes  
Cultural Tourism Professionals  
access4all@culturaltourism.com.au

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29 August 2002

Dear Jan

Just thought I would write you a short note to say how pleased we were with the Wine tour you organised for us.

Everything went very well and Trevor the Tour Leader was excellent. He was very flexible and took us (we were with one other couple) to the Yarra Valley dairy while the others went to lunch. It was really nice just having a very small group. The weather was perfect that day too.

We were really all very impressed by the organisation of the day and I have recommended it to others.

Thanks again for organising it so well.

Regards

Carol Pestinger  
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Customer Centre  
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19<sup>th</sup> July, 2002

Wine Region Tours.Com Pty Ltd  
P O Box 7505  
MELBOURNE VIC 8004

**Attention: Rowan and Jan**

Dear Rowan and Jan,

Thank you for organizing a great tour for us in the Yarra Valley. Our booking was handled professionally and we felt that our requirements were clearly understood and met. Your flexibility in meeting our particular needs was much appreciated.

Our host for the day was knowledgeable and personable and we were taken to a good selection of wineries and enjoyed a delicious lunch. We were well informed about the wineries we visited, which added to our enjoyment of the day.

We would have no hesitation in recommending your services and look forward to touring with you again in the future.

Yours sincerely,

*Ian Grewock*

**IAN GREWCOCK**  
**SALES REPRESENTATIVE.**