



From:
Penguin Travel Bulgaria

To:
Mr. Iordan Hristov
Biomonitoring Ltd

Dear Mr Iordan Hristov,

On behalf of Penguin Travel Group, I would like to express our sincere satisfaction in your excellent logistical and expert support during a birdwatching tour you guided for us.

The service you provided us was with remarkable perfection and service mind. During the tour you showed expertise and knowledge in the specifics of birdwatching tours. The tour was well planned with thorough consideration of all aspects and allowed flexibility. This led to great success of the tour and satisfaction of our client. In addition, we sincerely appreciate the transparency and loyalty in your financial accountability.

Penguin Travel Group is looking forward to developing further long-term partnership with you. We believe that your services can lead to fulfilling the goals of our company in providing responsible and environmentally friendly products.

Elitsa Simeonova,
Manager & Tour Consultant
Penguin Travel Group
Tel: [+359 2 4001051](tel:+35924001051)
Mobile: [+359 885 788 203](tel:+359885788203)
E-mail: esimeonova@penguin.bg
Website: www.penguintravel.com

12 October 2011
Sofia, Bulgaria