

28th February 2016

Miss Emma Smith
Carbis Bay Hotel
Carbis Bay
Saint Ives
TR26 2NP

Dear Miss Smith

A few weeks ago my friend, Stephen Robinson and I stayed at The Carbis Bay, and we would like to thank you and your staff for a charming time spent in your hotel.

To our delight we were upgraded free of charge and you could not have chosen better rooms for us. They looked out on to a wonderful vista of the viaduct and being train enthusiasts this suited us perfectly.

We came down on the train from Paddington, a delightful journey enhanced by a hearty breakfast on the GWR Pullman service. We did not even need a taxi at St Erth as there was a good connection to Carbis Bay.

We were wondering if you ever use the train service as a means of advertising the hotel. Instead of battling with traffic and road closures we arrived, feeling very relaxed after a splendid journey.

Having worked in the industry for many years we were very impressed with all the staff, and their professional outlook towards their work. The variety of dishes on the menu was most impressive and we enjoyed our meals in the restaurant.

We have no hesitation in recommending your hotel and once again thank you so much for the free upgrade, and to all the staff who contributed to us having a memorable stay. We are looking forward to returning next year.

Yours sincerely

Rachel M Roffe

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