



RELAX AS HARD AS YOU LIKE

[www.neilson.co.uk](http://www.neilson.co.uk)

Neilson Active Holidays  
Locksview,  
Brighton Marina  
Brighton, BN2 5HA  
0845 070 3460  
email: [sales@neilson.com](mailto:sales@neilson.com)

Herr Hubert Schweighofer  
Kirchplatz 1  
A-5661 Rauris  
Austria

17/08/2010

Dear Partner,

### **Neilson Active Holidays 'Marque of Excellence' Awards**

I am delighted to announce that the results from Winter 09/10 and Summer 10 for the Neilson Active Holidays 'Marque of Excellence' awards 2010 are now in and I can inform you that **Adventure Rauris Ski School** has been **Highly Commended** in the category **Best Ski school**

We are now in the 8th year of our recognition scheme and we are delighted to see that the standards continue to rise and our customer satisfaction levels are higher than ever. As part of the Thomas Cook Group, we have a unique heritage built on a reputation for quality, service and experience, and we are constantly working to improve the standards of the holidays we offer to our customers.

Neilson Active Holidays has been providing Ski and Beach based holidays for over 25 years, now incorporating the Airtours, and Panorama Ski markets, and since 2008 we began looking after Swiss Travel Service. We look forward to growing each brand in partnership with you, our valued suppliers.

To ensure that we maintain our reputation for providing quality holidays, it's vital that our uncompromising standards are continually monitored. And what better way of assessing the performance of our overseas business partners and the holidays that we provide than feedback from the 180,000 holidaymakers that travel with us every year. To evaluate our partners' performance we evaluate scores in the relevant category of the Customer Satisfaction Questionnaire. Every 'good' or 'excellent' response is scored as a positive result. To reflect the rise in standards and customer satisfaction, in 2008 the qualifying targets were raised to 90% average score for all Accommodation categories.

As our ultimate accolade for the highest possible standards of quality and service, **Marque of Excellence** awards provide our partners with recognition for their work in maintaining our reputation for offering quality holidays.

I have pleasure in enclosing herewith a list of all **2010 Marque of Excellence** qualifying partners. All of these partners will be receiving a certificate marking the achievement which we hope you will display with pride. Partners attaining the highest satisfaction levels within each category are awarded 'Best in Category' Marque of Excellence status, and we will be inviting them to join us for dinner in London in November to receive their certificate and trophy.

SAILING ■ WINDSURFING ■ SKI & BOARDING ■ TENNIS ■ BIKING ■ DIVING ■ WATERSKIING ■ FREE TUITION & EQUIPMENT ■ FREE KIDS' CLUBS

