

2 December 2013

Dear Scenic Guests

We refer to the contents of Mr Somerville's website.

Scenic Tours is an experienced and highly regarded business in the Australian travel industry.

Scenic Tours, its employees, agents and personnel at all times aim to provide the highest quality service and travel experience. This high standard does not alter in circumstances where a change to an itinerary is required due to prevailing weather or river conditions, such as those experienced in Northern Europe in April/May 2013.

If Scenic Tours valued passengers are unhappy with the service or their overall travel experience, Scenic Tours invites its passengers to contact the Scenic Tours to discuss their experience.

Scenic Tours is unable to comment on the contents of any settlement agreements which are subject to non-disclosure terms.

Kind regards

Scenic Tours

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■ INDIA ■ NEW ZEALAND ■ NORFOLK ISLAND ■ RUSSIA RIVER CRUISING ■ SOUTH AND CENTRAL AMERICA