



11<sup>th</sup> November, 2016

Mr. Leandro Popik  
CEO - ESA Latin America  
Av. Jose Silva de Azevedo Neto 200, BL 5, Sala 356  
Rio de Janeiro, 22775-056, Brazil

Dear Leo,

How can I fully describe our recent travel experience throughout South America? I guess, after 33 days on the road and 11 South American flights, I could say exhausting, but that would be doing this particular trip a huge disservice. Exhilarating, outstanding, extraordinary, spectacular – just a few words in a snapshot!

We did it all and in such style – perfect weather for us in Santiago, Rio and Iguassu – sunny days and mild temperatures. Buenos Aires was a little cooler but only in climate, not in hospitality. Cusco and Machu Picchu performed their usual magic and I was delighted to be at the Citadel at 6:00a.m. on a cold, misty morning to experience the true mysticism of Machu Picchu. No crowds, no noise – simply images merging out of the mist from time to time – just beautiful.

Your recommendation of Aqua Expeditions on the Amazon was perfect. We cruised, we walked, we caught piranha and an anaconda (bare handed thanks to the guide). We could not have had a better 4 days if we tried.

Then of course, magnificent Chilean Patagonia. Sergio thankfully steered us towards Explora - a true highlight, not only for the trip but as a lifetime experience. It is hard to describe to the uninitiated the beauty of the region coupled with the style of the hotel – what a fabulous experience and such a class act – 5 days I will remember forever.

While on the subject of accommodation, the quality of hotels, as recommended by ESA, was consistently outstanding. The only one that really didn't come up to scratch was the JW Marriott in Rio but then what do you expect – I arranged that one independently!!! At least we had Copacabana at our feet and felt the real vibe of Rio – including one purse snatching!! We certainly did experience everything we'd heard about that tumultuous and exciting city!!

Our guides were top class. Cesar in Rio was so helpful and eager to please, Noony in B.A. was a font of information and a wonderful friend to us for the 4 days, Felipe in Iguassu is THE expert and Jose in Cusco ensured our Peruvian experience was better than anyone could have hoped for. I won't forget our wine tour with Matt in Santiago and of course, the ever-smiling, ever-present and ever-helpful Felipe who was a huge hit with all of us – especially the girls!

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Suite 1, 20 Clifford St. Mosman NSW 2088 ☎ +61 2 9969 0324 📠 +61 2 9969 0328 ✉ admin@incentives.com.au  
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Finally your staff. To Sergio, Lizett, Tatiana, Carlos, Gabriel, Ana, Fiorella and Mariana who all ensured, not only a smooth operation for us, but care and attention on site beyond the call of duty. All the way through, I felt safe in the knowledge that ESA was there for us at every turn.

Thank you Leo for your contribution to such a fabulous holiday through your personal input and your obvious attention to our smooth sailing while in South America. It was a time all of us will remember with great affection.

I certainly hope I can return the favour very soon in Australia.

Warm regards,

GEOFF BRAUER

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