

Mr. Vladimir Dervenev
President
DEKO Ltd. Travel Co.
114-7 Lva Tolstogo Str.
St.Petersburg, Russia

Gerhard Struger
Regional Vice President
Turkey & Eastern Europe
Swissôtel Hotels & Resorts

Bayıldım Caddesi No. 2
Maçka Beşiktaş
34357 Istanbul

Tel: (90) 212 326 11 00
Fax: (90) 212 326 80 11
gerhard.struger@swissotel.com
www.swissotel.com

Istanbul, January 6th, 2011

Dear Mr. Dervenev,

It was a pleasure talking to you over the phone; I appreciate you taking the time.

As I have mentioned to you, I believe the situation on your check-in in Tallinn has gotten somehow out of hand and I seriously apologize that you were involved in that, and the way you were treated. We are in the business of providing service and hospitality to our guests, and as you have said yourself, you appreciated the hospitality of Swissôtel Hotels & Resorts in the past and especially of the Swissôtel Tallinn.

We certainly do not want to reject you as our guest and customer and would be happy to welcome you back in the future.

In case you plan a future trip to Tallinn, please direct your reservation either to Mr. Bart Westerhout, General Manager Swissôtel Tallinn (bart.westerhout@swissotel.com) or to myself. We will make sure that your future stays in Tallinn will be memorable ones for the right reasons.

And as promised, I will visit you on my next trip to St. Petersburg and look forward to meeting you in person.

Dear Mr. Dervenev, again I am sorry that this incident happened, but I hope it did not mar your overall impression about Tallinn, Swissôtel Tallinn or Swissôtel Hotels & Resorts.

I would like to close by wishing you and your loved ones all the best for the year 2011.

Kind Regards,

