

10th
Morley
Drighlington
Scout Group

10th Morley (Drighlington) Scout Group
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Leeds
West Yorkshire
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10th August 2011

Dear Nicola,

Re: Trip to Gorge du Tam, Thursday 28th July to Saturday 6th August 2011

I am writing on behalf of the 10th Morley (Drighlington) Scout Group to express our thanks and appreciation to you and JEKA after our recent trip on the above dates.

From the outset we have been impressed with your professionalism and knowledge about our trip and your willingness to answer our endless and sometimes "silly" questions. Your swift and comprehensive replies helped to alleviate our worries and plan a superb and unforgettable experience for our young people. We have already recommended JEKA to our Scouting colleagues and wouldn't hesitate to use the company ourselves in the future.

When we arrived in our resort we were pleasantly surprised by the accomodation, finding it equipped with all that we needed and in a reasonably clean condition. The JEKA team were welcoming, friendly and incredibly helpful providing us with local knowledge and answering our even "sillier" questions without exasperation. When we needed to transport one of our leaders to the hospital the JEKA team were brilliant and could not do enough to help, even popping in later to check that all was OK.

The food provided was excellent and we enjoyed the challenge of eating a more local menu, the trout going down well with those brave enough to try it. We were overwhelmed by the response to one of our members who has severe allergies and the JEKA teams willingness to cater for his needs – we didn't expect it and it really touched us.

Over the week we experienced many of the activities that were organised via JEKA. All the activity providers arrived promptly and provided appropriate safety equipment. The Group found the activities challenging but appropriate for their needs and the instructors were able to make the safety instructions understood despite our limited French. Canyoning and rafting seemed to be the particular favourites amongst the young people, although the Horse Riders and Via Ferrata group were equally positive about their experiences.

Abbotts Coach Company also provided us with an excellent service from door to door, providing friendly, professional drivers who became part of our team very quickly. I know that they had a couple of issues with accommodation (because only one room had been booked and we had a male and female driver) but this was suitably resolved and did not affect our overall trip. It did mean that the coach drivers did not have much contact with the JEKA representative and the opportunity to discuss route information with them.

Overall we have had a fantastic experience and were continually impressed with the efforts of all the JEKA representatives who helped to ensure that we had a marvellous first international trip. We have taken many photographs and when we have collated them together we will send you a selection so you can see what a brilliant time we had!

Once again, our sincerest thanks and appreciation for all your help over the past 18 months!

Regards,

Nicky Eades, Group Scout Leader, 10th Morley (Drighlington) Scout Group