

January 2025

Attention : Grant, Kevin & Team

RE :ROBBIE WILLIAMS CONCERT – DHL STADIUM – CAPE TOWN – 23.01.25

Dearest Grant, Kevin & Team

What I want to express is so difficult to put into words as the appreciation, admiration and utter respect I have for you and your team is beyond words.

But let me give it a try.....from my 1<sup>st</sup> interaction with Grant and Kevin enquiring about the concert, to receiving the documentation was nothing but pure professionalism, kindness and respect.

Leading up to the day of the concert all my calls were warmly received and my emails answered at lightning speed.

Then.....the most, anticipated event of my life – from arriving at the DHL Stadium ( bearing in mind I drove up from Port Elizabeth – I thought I would just have to wing it and pretend I knew where I was going and what I was doing 😊).....no no no.... Personally directed to the entrance I needed to be at, parked – greeted with incredible kindness and respect. We were personally escorted to our suite and that is where I realized that I was truly living the dream.

From entering our suite, being greeted by the most attentive waiters, the snacks, cheese board, salads, hot meals, desserts and drinks was mind blowing and absolutely divine. We were looked after like royalty ♥This just amplified the whole experience. Honestly never expected such incredible attention to detail from start to finish 🙏

Beluga Hospitality, Grant, Kevin thank you from the bottom of my heart for the incredible hospitality. As far as I am concerned your organization is way above any “World Class” service out there.

Beluga Hospitality will definitely be my 1<sup>st</sup> port of call when I want to attend another concert. There is absolutely nothing that you could have done better. It was beyond perfect 🙌

Thank you again for your outstanding hospitality and wish you every success going forward.

Kind Regards

Lynda Smith

Port Elizabeth