

Good morning XXXXX XXXXX!

Thank you for your feedback!

We appreciate the effort you have taken to tell us about the experience you had recently at the _____ Holiday Park. In a business such as ours, we really do value the comments we receive from the most important people of all... our guests. It is feedback from people like you, who are kind enough to care, which allows us to maintain and continually improve the standard of each of our parks.

Because each of the Holiday Parks within the Big 4 group is individually owned and operated, we are referring the information you provided to the owner of the park so that they may initiate immediate and appropriate action.

Once again, thank you for letting us know about your experience. It will assist us in our aim to have the best holiday parks in Australia.

Yours sincerely

etc etc

PS Please accept the widget we have enclosed as a small token of our appreciation for the time and effort you have invested to let us know.