

September 12, 2002

Backyard Getaways
170 Advanced Blvd
Brampton ON

Dear John:

We have been meaning to send this letter for some time, but it's been such a beautiful summer, we've been outdoors enjoying!

We wanted to thank you for making our "pool experience" such a memorable pleasure. From the moment we met in the winter months of a cold December to the very last day in the spring months, we have thoroughly enjoyed our association with Backyard Getaways. Every member of the team has been an absolute pleasure to deal with, each knowledgeable, courteous and sincere.

We have had nothing but compliments about our pool and the concrete work and the post-service has been wonderful as I learn how to properly maintain my pool.

Aldo, Reggie, John and Franca – a special thanks to each of you for making us feel a part of your family and for caring enough to know how important this entire project was to us. Your sincere efforts are very much appreciated.

We have recommended Backyard Getaways to many of our friends and family and will continue to do so in hopes that they too can enjoy the same "Backyard Getaway Experience".

Thank you again for making our backyard so beautiful!

All the best and continued success,

Donna & Yvon Bourgeois