

June 2, 2004

Dear Backyard Getaways Employees:

Now that we are quite settled in with our new pool we must say it has been heaven. The children, young and old, have become quite the swimmers.

Our family would like to take this time to say thank you to all involved in creating our "dream getaway".

Since the beginning of the project we have had neighbours from all over our street enquiring about how stressful it was for us to put an in-ground pool in our backyard. The look of surprise on their face when we tell them that there was no stress tells us that Backyard Getaways was the perfect choice.

We really do have to stress how relaxing the employees had made it for all of us, including our neighbours. Each night when the job was finished the guys never left our property without picking up all of their belongings, scraps and sweeping the concrete in front of our place and our neighbour's place. They were always pleasant to each member of our family and gave us information when we requested it. They never took anything for granted and double checked all of the plans with us before beginning the job for the day.

Once the pool was in and almost completed we had a neighbour come and comment on how well mannered the employees were. He also stated that he was impressed with the clean up job they did every night before leaving. That was our chance to impress him even more. We invited him into our backyard to see what a great job the employees did back there. He was quite impressed. He could not believe how beautiful of a job that Backyard Getaways had done. Again we were convinced we had made the right choice by choosing Backyard Getaways.

So in closing we would like to thank all of the employees at Backyard Getaways. John we were impressed on the immediate attention you gave us. On how you explained completely on which pools would fit our backyard and not sell us a pool that we would regret installing. Many thanks to Reggie, for all of the explanations, you patiently explained to us. As well as having a great group of guys to manually create our dreams. It was nice to get to know a little about each of them along the way. Franka, you have made managing our pool a breeze. Without your knowledge we would still not be swimming in our pool comfortable.

Again thank you all for a smooth and joyful project.

The Chase Family