



EXCELLENCE

October 20, 2021

Dr. Alessandro Sartore

All Services Agency

Ref. : M/Y EXCELLENCE

Good Day Alex,

I just wanted to take a moment to express my thanks for the support we have received from yourself and your staff this past season. We have worked together for many years and this year may have been the most unpredictable year yet.

Through the entire season we received constantly updated news and regulations regarding travel and health matters and restrictions. These were sometimes different between Italy and France and ever changing. We were also supported by your office with regards to onboard testing for guests travelling between the U.S. and the Med in a variety of ports.

Provisioning was accomplished smoothly and the delivered product was the best quality. I'm sure this was not an easy task given the supply chain issues. Port bookings and formalities were handled with the usual finesse. Your assistance with Importing and exporting the yacht was also first class.

In short, even in such an unpredictable season you and your staff delivered your usual best effort and made our cruising smooth and stress free. Thank you all very much for everything you have done for us !

Highest Regards ,

Capt. Ray Shore

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