



Transit Australia Group

## ***GOOD NEWS STORY: Surfside & Gold Coast Tourist Shuttle***

To Whom It May Concern

My family and I had a holiday at the Sands Turtle Beach Resort on the Gold Coast from the 13th-23rd July. During our decision making process prior to leaving for our holiday, we were advised of the bus service provided by your company from our travel agent at House of Travel in Rangiora, North Canterbury. We decided that using the bus service would be our best option.

We are so pleased with our decision. We found the service met our needs and more. The vans that took us from the airport to our accommodation and returned us to the airport were great. The door to door service to a family in a new environment was much appreciated. The buses that took us to the theme parks were efficient, and again the door to door service was appreciated. The public transport buses were great. They run frequently, are easy to use, are fast, and were always clean. I felt safe in every bus. The bus drivers were incredible. Every single bus driver was friendly, helpful and knowledgeable! And they all appeared to enjoy their customers and their jobs! They really were fantastic. One bus driver even went off route to drop us off at the main doors of Jupiter's. We felt like our safety and lack of knowledge of the area was his concern and he went out of his way for us. What a kind man.

Dealing with people every day can be tolling, but all your drivers work hard with a smile. They really made our holiday special.

Could you please pass on our thanks to all the bus drivers who work the Gold Coast routes.

Kind regards

Michaela Walsh and family

