

30th July 2003

PRIVATE & CONFIDENTIAL

Vince Castronovo
C/O Housekeeping

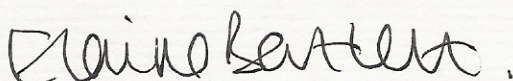
Dear Vince

Just a note to thank you for your help over the weekend at Hanbury Manor. Your help at such short notice was much appreciated and your contribution helped Hanbury achieve an 88% score in their Brand Standard Audit.

I know Heiko and the team at Hanbury are very appreciative of all the work you put in.

Thank you for your continued contribution to the business.

Yours sincerely



Elaine Bartlett
Cluster Human Resources Manager

