



LETTER FROM THE BRIDGE

January 31, 2007

Ahoy Shipmates!

This is your captain calling to update you from our current bearing of 04 02.226 South, 039 43.065 East.

Allow me to start by wishing you all a happy and prosperous new year! The crew of the Good Ship Voyager is most grateful for the support you have given us over this festive period, and want to assure you of our continuing commitment to making this the finest vessel on Africa's seas!

The Christmas season was amazing, with a "fantastic" cruise through the culinary, arts and entertainment history of all the nations that have hosted the World Cup. We had Brazilian samba, Italian azuri, South African braais and Kenyan mugithis. We went on to imagine the future in South Africa in 2010, and were even bold enough to contemplate Kenya hosting the World Cup in 2018 (OK, so maybe that *was* a bit optimistic!). The finale included one of the best firework shows ever witnessed in Mombasa – welcoming in 2007 with a real bang!

Allow me also to update you on progress with the incredible renovation programme that we began in 2006. We have now upgraded 171 of our cabins, to provide luxurious beds, exotic décor, shipshape new furnishings, and sea breeze-fresh linen. We also reclassified our cabins to simplify communications in the marketplace, with the following four new categories: Junior Suites, Superior Sea-facing Cabins, Garden-view Cabins, and Superior Garden Views.

We have also invested in some state-of-the-art resort equipment and systems. Top of the list is the world-renowned Fidelio Opera Property Management System, linking our Reservations, Front Office, Accounts and Back of House operations to smooth new levels of service delivery. We also purchased a new Convectomat to assist Chef Livingstone in his eternal efforts to provide the

richest roasts and most succulent meat cuts – and not just the finest seafood! – on Africa’s east coast. We have also purchased new washing machines and dryers to improve our onboard valet and laundry services.

Our entertainment cornerstone – the amazing Voyager Animation Team – has also been hard at work, with accolades pouring in for their latest presentations of *The Wizard of Oz* and *Cats*. Our older favourites – *The Lion King* and *Joseph and His Amazing Technicolour Dream coat* – have continued to enthrall and amaze our visitors, and the team is now working on six eagerly-awaited new shows. Our children’s Adventurers’ Club is also reaching for the stars, with Maxi and Olivia designing fantastic new schedules of events and “educating” activities for our younger visitors.

From up here on the Bridge, however, the most promising development of all has been in the spirit of our staff, with a tangible new exuberance permeating the entire crew. The confidence displayed by our owners in committing such major funding to our renovation has helped to propel spirits ever higher – and led to the Voyager topping the charts on a number of respected international travel sites, including www.tripadvisor.com, www.holidayuncovered.com and www.holidaycheck.de. We have also received a great boost with the arrival of Silvester Mbandi, formerly of Nyali Beach, who has joined us as Commander of Operations – *karibu*, Silvester!

For all the accolades that continue to pour in for our high standards and warm service, I can only say a huge “Thank You” to our superb and unmatched crew. You really are *the best hotel crew on the planet* – and I am its proudest captain!

God bless you all! Here’s to a wonderful, productive and prosperous 2007!