



28 July 2011

Ms Kaye Duncan
Operations Manager
Aurora Ozone Hotel
KINGSCOTE
KANGAROO ISLAND SA 5223

Dear Kaye

I am writing to thank you and your staff for the professionalism and outstanding service provided to Premier Rann, Cabinet Ministers and South Australian Government representatives during our recent stay with you.

From the moment the Protocol Team visited in April to plan for the Community Cabinet to actual 'touch down', your wonderful team could not have been more helpful. From immediate response to phone calls and emails, the little touches in your immaculate accommodation rooms, to the delicious food (I dare not get on the bathroom scales!), everyone could not have done more to make our visit 'exceptional', just like the Island itself.

Thank you once again and the Protocol Team and I look forward to the next opportunity to visit Kangaroo Island, either personally or professionally.

Yours sincerely

A handwritten signature in blue ink that reads 'Bev Smart'.

Bev Smart
Acting Chief of Protocol