



LEWISHAM
COLLEGE

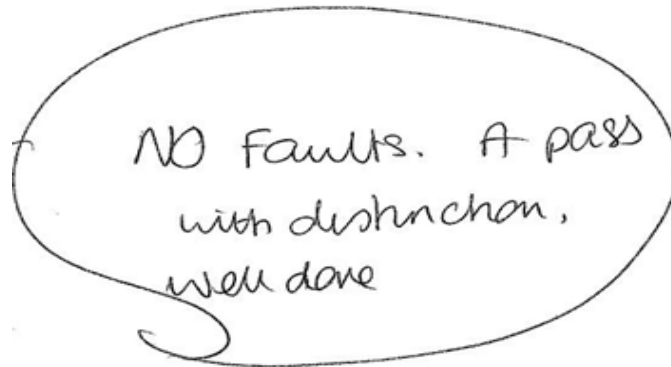
School of Business
22 London Road, Lewisham, London, SE4 IUT
Tel: 020 8469 3906

Our ref ND/jc

Your ref MD/KT

10 November 2004

Ms Monique Dupont
Holly Cottage
Woodland Place
Little Ford
SHREWSBURY
SY8 7RZ



Dear Ms Dupont

LEISURE BREAKS

Thank you for your enquiry about our bargain leisure breaks. There is no better time to enjoy a few days away and benefit from our reduced prices effective until the end of February next year.

The Progress Hotel and Country Club is an ideal place to relax. For those guests who are keen on racket sports there are 10 tennis, squash and badminton courts. We can boast an 18 hole golf course, challenging even the most experienced player. Occasional players will also feel at ease and may have the opportunity to join the coaching sessions offered by the resident professional. The stylish and comfortable surroundings and our attention to details ensure that anyone who simply wants to unwind can do just that.

On Wednesday 17 December we are holding an open day. Enclosed are two complimentary tickets should you be able to visit us.

To save any inconvenience, may I suggest that prior to booking your telephone or fax my department to check availability of dates. Details are outlined in the brochure. Several copies are enclosed for you to pass onto your committee members and colleagues and even more information is available on our website www.progcntryclub.co.uk.

I look forward to hearing from you soon and welcoming your party to our Club.

Yours sincerely

Nigel Dawson
Club Manager

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From: Nigel Dawson

To: Wasim Bhaskar

Date: 10 November 2004

Ref: ND/ts

URGENT

I am very concerned about yesterday's unfortunate incident at the Hotel and Country Club when an intruder was found in the laundry room. Although the incident proved not to be serious, the fact that security had been breached has serious implications for the future. **This potential risk to staff and guests is huge.**

All aspects of security at our premises need to be reviewed as a matter of urgency. My suggestions include:

1. Manned barrier at main entrance
2. Signing in and out system
3. Access to certain areas only possible through coded doors
4. Identity cards issued to all guests on arrival
5. Visitors accompanied by staff at all times
6. Constant surveillance of car park and grounds.

These ideas have been expanded in the attached draft report and I should be grateful if you would give it your immediate attention. I have cancelled all other appointments and shall make a visit tomorrow to hear the staffs' views at first hand. I would like you to meet me as soon as I return.

INDULGE YOURSELF WITH PROGRESS GROUP

Leave the stresses of everyday life behind and join us to relax and revitalise yourself. Try some toning exercises in the gymnasium, practice a chosen sport or team a new one. Regular swimming sessions will improve your fitness and metabolism and a full body massage can soothe away all the tension in your muscles. Perhaps you would rather do as little as possible and just sit with a good book! That is fine too as the choice is yours.

Location

The Group's clubs are each located in approximately 40 acres of landscaped grounds ensuring peace and tranquility at all times. It is important that people can travel easily by road or public transport. Therefore all sites are situated within a few miles of the motorway network or a mainline station.

Accommodation

All rooms are decorated and furnished to a high standard with colour television, telephone and refreshment and ironing facilities. Each room has a separate private bathroom. Some larger suites are available which include a large lounge area.

Facilities

Use of all our leisure and sports amenities are free of charge. There are outdoor tennis courts, some of which are floodlit, and indoor squash and badminton courts. The exercise and

fitness centres* are all equipped with weight training equipment. Popular dancing classes are held in air-conditioned studios as are aerobic sessions suitable for a wide range of energy levels.

Golf courses are a prominent feature. Professional tuition is available throughout the year. The courses are of a high standard and have well maintained greens. The Hotel and Country Club has hosted major competitions.

Each swimming pool area provides a tranquil oasis. The water and air temperatures are pleasantly warm to suit both the energetic swimmers and those who want to relax on a sunbed. Jacuzzis, saunas and steam rooms adjoin the pool areas offering an alternative form of therapy. A full programme of massage and beauty treatments is offered by fully trained therapists and beauticians. Guests are requested to book sessions 24 hours in advance.

Food

Whether you wish to indulge yourself in lots of treats or to lose a kilogram or two there is a huge choice of food to tempt your palate, all presented to the highest standards. Special menus can be prepared on request.

The Group promotes a healthy lifestyle and therefore we request that guests refrain from smoking in all restaurants and some lounge areas.

*Guests must pass a basic fitness test on initial visit.



Rules and Regulations

We like to keep these to a minimum. However in the interests of security people are asked to carry identity passes displaying their signature at all times. One firm rule is that mobile phones^{**} are banned from the premises. We appreciate that some people frequently need to keep in touch with the office or home throughout the day. Other guests however come to our clubs to escape from their normal working routine. Guests should therefore make and receive calls from the telephones provided in the bedrooms.

Prices

We guarantee that all prices shown in the brochure provide excellent value for money. There are no hidden extras but visitors are expected to pay for newspapers and telephone calls.

Booking Arrangements

Prior to making a firm booking it is advisable to enquire about availability of dates and contact numbers are listed at the back of the brochure. Please also refer to the terms and conditions.

Telephone bookings using a credit or debit card can be made on any day by calling the reservations number: 0800 333 555.

Whether you decide to come for a brief visit or stay for a couple of weeks, our organisation assures all clients of a warm welcome. Treat yourself and visit us soon.

November 1999

^{**} Personal pagers are acceptable for urgent use only.