

Cinematographer
and
Steadicam
Specialist



RECEIVED MAY 21 2008

Robert C. (Bob) Crone, csc

May 20, 2008

Mr. David Snook, President
Leisure Baths Ltd.
6909 Antrim Avenue
Burnaby, B. C.
V5J 4M5

Dear David:

Thank you for solving a problem and giving us a steam room that really functions well.

You stepped into a mess that was not of your making. Nobody in Vancouver was willing or able to repair the original steam generator. You coped with parameters of the room, the limitations of electric power, the lack of normal water pressure due to our rural gravity feed and even the extra distance of getting to this remote location two miles north of Horseshoe Bay. Trial and error exercises necessitated two extra trips to this location.

Never have we seen such determination to satisfy and to do it so promptly and cheerfully.

Your way of doing business carries the meaning of the word *ethical* to new highs.

Amy and Johnathon deserve a pat on the back. They show the marks of good parenting. They must make you and their mother feel proud.

Of course we will recommend you.

We can't repay nor thank you enough.

Sincerely,

Vi and Bob Crone.