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**Sent:** Sunday, 20 January, 2019 1:23 PM  
**To:** manager@pinnacle-travel.com  
**Subject:** Post trip feedback to Dubai

Hello Cass,

Warmest greetings to you!

We just came back from Dubai yesterday and it was another successful trip and very much thanks to your help and advice.

The hotel (Intercontinental Marina) location was very good and the tram station was right outside with an easy connection to the main metro. The view of the marina was worth a million dollars and we managed to take slow walk during down time to enjoy the sights and the buzz of the marina area. The breakfast spread was excellent, the room was large (with great view) and well furnished, and the service level was well fitting to a five stars standard. Overall, hotel was a great choice and I hope when you visit Dubai next month you have the chance to stay there.

In terms of the courses we played, Dubai Hill's condition was very good (I guess it is still a very new course) so as the club house albeit a bit smaller. We had lunch there as well and the food was good. The best thing that happened to us was we were the ONLY golfers for the morning session! The chief marshal (ang mo gentleman) was joking with us that we must be a couple of billionaires to book the whole course for ourselves ☺ The only down side it was maintenance day so buggy was on track but it just means more exercise for us.

Next we played Els Club and like the Els Club we played in Desaru (when it was first open... not now), everything was in tiptop shape. The course was challenging, especially hole 9 to 11. There were permanent signboard placed at the tee boxes to warn golfers...! Lucky that day my game did not "chui" (Hokkian for broken in many pieces... not sure you understand) but wife played better than me, as usual...hahaha! We enjoyed great lunch there too. If you have not been to Els Club or tried the food there, I recommend the Ernie's burger. I had it before in Desaru's Els Club and it was good and it did not disappoint me this time at Dubai Els Club.

Yas Links Course was the next one we played. This was the first link course we played and we enjoyed it. As the location of the course is in Yas Island, many of the holes are next to the sea. I remember when we first played in Batam and we came across the so-called signature hole right next to the sea, we were so awestruck... but Yas link had so many holes next to the sea and almost any holes can be a signature hole ☺ The food at the club house was good and because we have a half day Abu Dhabi city tour we took shower there and the facility was good.

The last we played was Creek. Nice course and perfect condition. The course reminds me a lot of my old home club Jurong Country Club. It was located in the middle of the city so you can see and hear traffic but there were also holes that were next to the sea and you can even see seaplanes taking off and land... something we don't get to see playing golf in S'pore! However, I did not enjoy the game because buggy was on track (cutting grass day...we were told) and the rough was very very thick. I lost so many balls in the rough (I can see where it

landed but just can't find...) until I was getting quite frustrated. Again, my wife played well and she enjoyed the course tremendously. She like the course so much so that she bought a metal golf bag tag to remind her of the course, to my great dismay.

The various drivers for the whole trip was good, on time and courteous. Special mention to the driver (I think his name is Sadiq... very sorry I can't recall exactly his name) who took us from Dubai to Abu Dhabi and stayed with us the whole journey and the whole day. He was very patient, considerate and caring. I brought an old duffle bag with me so that we could shower and change after our game at Yas Links proceeding to the city tour. Since it was an old bag so I disposed it at the club house after the shower. Amazing thing was he remembered and reminded me that I forgot to bring my bag!!! I explained to him that the bag was meant to be thrown away but nonetheless we were very touched by his gesture. The local guide at Abu Dhabi (her name is Ann Marshall) worth a separate mention as well. She was very knowledgeable about the city, history and culture of the place even she is a Canadian...She took her time to show us around and stopped at locations that we would have never thought of stopping to take in the special sights that only a "local" would know. She was more than happy to share special interests (simple topics like the dates palm trees) and educate us on topic like Islamic culture and practices. We ended up quite late in the evening (around 6.30pm) even we were planning to end the session around 5pm so that we could head back to Dubai. So our kudos to her for her dedication to her job.

One thing that we encountered perhaps it is worth sharing with you so that you could pre-empt your other customers going to Dubai. My wife's golf bag was broken in on our way from Singapore to Dubai. We don't know exactly where it happened (whether in S'pore airport or Dubai airport). It was only when we arrived at the hotel that we realized that my wife's driver was missing. We found the broken shaft still in the bag but the driver head was missing... It was a mystery so we deduced that someone has gone through the trouble of breaking into my wife's golf bag, planning to steal the driver but broke it in the process but took the driver head nonetheless. My wife was carrying the Porterline travel golf bag and we were told when we bought the bag that there are people targeting such golf travel bag and it is advisable to buy locks to secure the bag. We just laughed it off but behold, it actually happened... Lucky my wife uses man's driver so we shared driver during the 4 games we played.

Anyhow, that's all I have in terms of feedback. Again, a huge thank you for arranging everything for us so that we could have another enjoyable golfing experience in Dubai. For us, we won't be going back to Dubai for golf at least for the next couple of years because we wanted to try new places like Abu Dhabi (we were told there are a couple more golf courses worth playing there) and Oman.

We will touch base shortly because I am still planning for golfing trip for April, May and June, at least for now ☺

Cheers!  
Sony

Sent from [Mail](#) for Windows 10