

September 23, 2011

African Encounter
c/o Michael Massingham (Managing Director)
96 Beach Rd, Noordhoek
Cape Town
South Africa

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Dear Michael,

Thank you, thank you, THANK YOU! I wanted to take the time to fully express how grateful we are for all that you and the team at African Encounter did to make our People to People International (PTPI) student travel program such a meaningful, life-changing one for our delegates.

As you know, this past July, our group of 3 leaders and 29 American students (ages 16 – 18) traveled to South Africa on our EXPERIENCE program, which focuses on culture, diversity and service. I'm so happy to let you know that, thanks to African Encounter and our experience on the African Impact projects, the feedback from our students (and parents) has been overwhelmingly positive. Although the program was back in July, the students are *still* talking about the projects they did and the people they met at Red Hill and Masiphumelele. I have coordinated six student travel programs with PTPI and I believe this is the most impactful one we have had to date without a doubt. "Life-changing" is a word that has come up repeatedly from the delegates when talking about their work at the schools, and I have no doubt that this experience will truly be the impetus for doing great things in the years to come and throughout their lives.

When we were first researching volunteer organizations to work with in South Africa, African Impact was referred to us as a possibility. After learning more about the organization, we were very impressed by all that African Impact had to offer. First of all, your volunteer philosophy fell right in line with PTPI's in regards to sustainable development in communities. This was important to us, as we try to teach our students about the value of working *with* communities to create sustainable solutions. Equally important was the fact that African Impact would be able to develop a meaningful service program specifically for our group, which would also offer cultural and sightseeing options so that our students could get the full Cape Town "experience."

When choosing an organization to partner with, however, a stellar safety record was, and always is, of utmost importance to us. Parents entrust their children to us and safety must be our number one priority. African Encounter (African Impact) made us feel so comfortable throughout the planning and implementation of the program, knowing that you had protocols and procedures in place for any emergencies or safety issues that may come up. Thank heavens we didn't need to use those protocols and procedures!

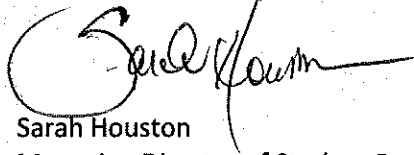
From an organizer's perspective, I would like to say that your dedication to our group was remarkable, and your commitment to excellence was evident in everything you did. From the planning stages through the implementation, everyone was so very helpful, friendly, knowledgeable, and a true joy to work with. There are so many on the team to thank, however,

WORLD HEADQUARTERS

to name a few individuals: Valerie Bam was wonderful to work with, always being so quick to respond to our many questions and help us work through our itinerary. She definitely made our lives easier! Upon arrival, Alicia Thomas met our group and we instantly loved her. Because of her professional, caring, enthusiastic attitude, she was the perfect person to help guide us through our projects for the week. In fact, she tended to go above and beyond in many cases so that the students would have a better experience. Lastly, Kay and Warren Bernhardt were instrumental to the success of our program. It was evident that they wanted everyone to succeed – from our students to the communities we worked with –*and* they were committed to doing everything in their power to make that happen.

Thank you again for one of the best experiences we have ever had. Please give my best to everyone. We hope to continue our relationship and work with you again in the future!

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah Houston", written over a circular stamp or mark.

Sarah Houston
Managing Director of Student Programs