



May 20, 2011

Dear Richard,

Congratulations! Every year, FlipKey and TripAdvisor have the privilege of recognizing our leading vacation rental management clients – folks that go above and beyond within the vacation rental industry. This year, based on the wonderful reviews from your past guests, we would like to recognize Nox Rentals as one of those excellent companies.

We are very proud to have such high quality vacation rental management companies represented on FlipKey and TripAdvisor. As a token of our appreciation, we would like to present Nox Rentals with this TripAdvisor 'Rated Excellent' award.

We welcome you to proudly display this award in your office. We know you are committed to providing outstanding service to your guests – and that's something we think everyone should know!

It's been a pleasure having the opportunity to highlight your great rentals and excellent guest services on both FlipKey and TripAdvisor. I look forward to continuing to help educate travelers about your great service and bring more bookings to your rental properties.

Congratulations and thank you for using FlipKey,

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