



CLIENT TESTIMONIALS FOR RON HERMANSON AND CRUISE HOLIDAYS

"We cannot thank you enough for making sure all the T's were crossed and the I's dotted on our cruise to the Mediterranean. We were so impressed with your thoroughness and follow up but first and foremost kindness and courtesy. You are not responsible for ensuring us that we would have a good time but you took out all the worry of the details that all we focused on was FUN! Thank you. Thank you. Thank you."

Mr. and Mrs. Randy and Carole Blumberg
Small Group Leaders

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"We are extremely happy with travel arrangements made by Cruise Holidays. Ron is the best – travel with him."

Mr. and Mrs. Dan and Janet Cheng  
Individual Clients

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"Ron Hermanson is an exceptionally competent, caring professional who matches travel resources skillfully with the interests and needs of the travelers with whom he works. My experience with him in planning a cruise was very positive. He assured that I had a very happy experience with a ship and particular accommodations that were right for me. I recommend Ron to anyone planning a cruise."

Mr. Robert Lee Stuart
Individual Client

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"Over and Beyond Expectation' is what you should call your company...since this is the type of service my wife and I have become accustomed to since having you handle our account. All problems are handled before they occur, unlike our past experience with other travel agency. Thank you for your excellent service and your expectations of our needs".

Mr. and Mrs. Dave and Dale Young  
Small Group Leaders and Individual Clients



## CLIENT TESTIMONIALS

"We recently returned from a fabulous Mexican Riviera Cruise on Royal Caribbean. It could not have been more perfect. We attribute this to the professionalism and thoroughness of Ron Hermanson and Cruise Holidays who made all the arrangements for us. His attention to detail was wonderful and he truly made a point of meeting our needs and caring for the customer.

I would highly recommend Ron to anyone looking for a great vacation without the stress of planning it. He is truly a delight to work with".

Ms. Marcie Hoch  
Small Group Leader

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I have found Ron Hermanson to be an extraordinary travel advisor. His personal travel experience and current knowledge combine to make him a superior travel resource. His correspondence with me is always detailed and timely. The information and insights he offers have always exceeded my expectations. It's clear to me that Ron has a heart for this work. He is not just planning a trip but a memorable experience for all concerned. Our relationship has moved beyond professional and I now consider Ron a friend. Of course, he has my highest recommendation.

Rev. Bill Bohline, Pastor
Group Leader

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For my group event, Ron did an incredible job of organizing more than twenty people! The trip went flawless with all of Ron's help and guidance. He reached out to everyone on the cruise and made sure all of the appropriate documentation, payments and schedules were completed on time which is no easy task with our group.

We would have never been able to have such an incredible time without the wealth of knowledge Ron gave each step of the way. He was very professional and polite throughout the entire process of booking our entire group.

I look forward to working with Ron again in the future!

Mr. Dave Andrews  
Group Leader

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CLIENT TESTIMONIALS

Ron Hermanson has provided my husband and I excellent service on our last three cruise vacations. We are avid cruisers, and booked many cruises over the past 15 years directly through cruise lines. However, Ron provides advice and expertise that the cruise lines don't provide. Ron has traveled to many of the ports that his clients may visit, and can provide first-hand knowledge of the area. Ron also provides travel reports with detailed information about the landscape, weather, and culture of port cities and surrounding areas. Ron is very familiar with the layout of ships, and with enough advanced planning, can recommend cabins that are the most attractive and spacious for a particular price-point. Ron also has a relationship with a travel insurance provider, and recommends that clients purchase travel insurance, since travel can sometimes be interrupted by surprises. While it is possible to find slightly lower prices on large cruise-consolidator websites, these competitors do not provide the same level of service as Ron. My husband and I are very happy with Ron's services, and we will continue to recommend him as a travel agent to our family and friends.

Mrs. Cindy Cooper
Individual Client

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"As the best man planning a bachelor party before a large wedding, Ron made me look like a hero, pulling off the amazing feat of organizing a large group of twenty people to celebrate on a cruise ship to Mexico, but really, it was Ron's doing. Anytime I had questions or needs, Ron's response was that he would take care of it, even down to contacting each guest, and working out payment plans with each, etc. – basically, I supplied the names and contact information, and the next thing I remember was boarding the ship – and he took care of the rest – most amazing experience ever when it comes to travel planning" – thanks, Ron.

Mr. David Makharadze  
Group Leader

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Ron Hermanson at Cruise Holidays masterfully designed our Labyrinth Cruise up the Inside Passage of Alaska. I was a 'newbie' to the cruise industry and didn't know the ropes. This did not discourage Ron but challenged him! He thought through every detail and handled it in advance so everything went smoothly and our participants relaxed because they knew they were in good hands. Our group experienced a trip of a life-time.

The Rev. Dr. Lauren Artress, Pastor
Group Leader

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While I've known Ron only a few months, he has been thoroughly personal and professional. He knows his work well and is able to connect with parishioners. Beyond Ron's knowledge of travel and group tours, he brings his own faith life to his work with churches. He understands, from personal experience, the needs of people on pilgrimage versus tourists. I recommend Ron for faith-based church travel.

Rev. Dr. Nicholas Glisson, Pastor  
Group Leader

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We would like to document our great satisfaction with the cruise planning and booking services we enjoyed last year from Ron Hermanson of Cruise Holidays. In fall 2009, my wife and I and our small group of friends wanted to take a Mediterranean cruise together. We had previously utilized another travel agent when we all took a Celebrity cruise to Alaska. This time, I (Tryg) encouraged us all to ask Ron Hermanson, a long time professional friend of mine, to help us narrow our choices and arrange the booking. We could not have been more satisfied with Ron's comprehensive attention to our needs and with his knowledge of the various options available to us.

We started planning the trip in fall 2008 and Ron was instrumental in helping us decide which cruise destination and cruise line would suit all of us. After providing us with a great deal of personal and professional information about various cruise lines and ports of call, Ron ultimately arranged our trip on Oceania Cruise Line; he also arranged our airfare to and from Europe. He was a knowledgeable advocate for all of us in getting the cabins we wanted at a better price than we expected and held our hands through the process of obtaining visas, land tours, and various inquiries we had about the ship's details. He even arranged to have the shipboard gratuities included in the base price of the cruise.

Months before we departed he began sending us frequent (but not annoyingly so!!) valuable details about things to see and do at our 12 ports of call. Ron did all of this via phone and email without ever meeting with any of us. His emails were soothing, informative and he kept us focused on the many details we had to address such as submitting our passport information, travel insurance options, etc. His sense of integrity and professionalism and his attention to details were beyond reproach and we would definitely ask him to help plan future cruises; in fact, one couple has already booked another cruise and tour through Ron for a trip to South America in January 2011.

We give Ron our highest recommendation and anyone who is lucky enough to work with him will be well served.

Mr. and Mrs. Tryg and Sherry McCoy
Small Group Leaders



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We have worked with Ron Hermanson for several years now and he has provided us with personalized, professional service in every aspect of our cruising experience. We have especially appreciated his expertise and guidance in the following areas:

**Deck Plans and Cabin Categories** – If you are new to cruising and are used to checking prices on your own on the web, I can tell you that working with Ron puts you at a definite advantage in terms of finding and securing cabins that are well situated in terms of minimal ship movement and proximity to dining venues and other activities. Ron has always patiently explained the choices available to us so that we may avail ourselves of cabins that are in prime locations for our needs and preferences.

**Documentation** – Part of the benefit of working with a cruise professional is to enjoy the reassurance that all things are in order. In working with Ron, and as a discerning traveler who does her homework, I can say that Ron's attention to detail has been a great comfort. Everything from explaining the charges and intricacies of various travel insurance policies to helping us understand the line items on our final billing, Ron has educated us beyond the call of duty in each aspect of the several trips he has arranged for us.

**Ground Transfers** – While there is always comfort in the notion that cruising is 'everything under one roof,' the ground transfers can be daunting. Ron takes great measure to do the research at each port and each arrival/departure point to ensure an easy transition and to assist his clients in knowing, each step of the way, what to expect and how to manage.

**Excursions** – Those travel descriptions can be tricky so we rely on Ron to help translate them. Because we have worked with him over time, he has come to know our distinct preferences and needs and can then make smart recommendations for us in terms of activities in each port. This has been invaluable to us in our planning. And that is especially true as we embark on our first journey to Europe and the Holy Land.

**Disability** – This might be the most important benefit of Ron's counsel to us. His personal and professional experience in planning trips for travelers with disabilities has been a God send. While you may find online sites that claim to cater to 'slow walkers', further research often reveals that many travel agencies use outside vendors to handle passengers in wheelchairs. And their services and offerings for those who can walk but have limited abilities is often lacking. We have relied on Ron's expertise in this area for a number of trips and excursions and have found his guidance to be spot on.

Mr. and Mrs. Al and Kathy Padro  
Individual Clients

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Ron Hermanson is without question the very best travel agent with whom I have ever worked. He is extremely knowledgeable, very thorough and efficient, is excellent at anticipating and following through all aspects involved in the planning and execution of the trips, and is always cheerful even in the face of interminable questions and "what ifs". No matter what issues have arisen in the planning of my several trips done with his assistance, he is unfailingly responsive and pleasant, and never hesitant to put in the extra time to find the answers and information needed, and solve any issues that might arise. He is a true professional in every way.

Ms. Marney Craig
Individual Client

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