

## Caravan, RV & Accommodation Industry of Australia Ltd

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15 March 2010

Ms Fabienne Rabbiosi  
CEO  
Untanglemyweb.com  
12 Moana Crescent  
Birkdale QLD 4159

Dear Fabienne,

On behalf of Caravan, RV & Accommodation Industry of Australia (CRVA), I would like to thank you for participating in our 2010 National Conference 'Rising to the Challenge'.

Your contributions to both the plenary and workshop sessions gave our delegates greater insight into the mechanics behind online business tools and social media, and therefore, greater confidence to move forward their own respective businesses.

This year's National Conference was seen as a resounding success with 521 delegate registrations (significantly eclipsing the previous delegate record of 433 in 2009) and a growing number of conference sponsors for now the tenth year in a row, adding ongoing credence to the growth and legitimacy of the industry's only truly national event.

In the current business climate the theme 'Rising to the Challenge' was designed to both challenge leading industry entrepreneurs to future growth, while also celebrating the industry's resilience during these changing times. This year's National Conference addressed both of these while providing invaluable advice that assisted our delegates in their everyday activities, and allowing us to come together to move forward as a united industry.

Once again, thank you for your active participation at the 2010 event, which was successful in part to your active involvement.

Yours faithfully,

Ben Yates  
Chief Executive Officer