



April 6, 2005

Dear Eric,

We just returned from Patagonia and wanted to provide you with some feedback on our recent trip. First of all, Patagonia and the Rio Futaleufu were absolutely stunning. Our guides, Christian, Abner and Peter did a fantastic job. They were experienced, knowledgeable and extremely hard working. The camps were amazing and even better than advertised to the point where it hardly felt like camping. The locations you have chosen are superb, the views and scenery are incredible, the staff friendly and helpful. The dwellings and accommodations are more akin to a primitive resort than camping in one of the most remote locations on earth. The camps were probably the highlight of the trip.

Unfortunately, we did not come for the camps. As I mentioned from my first phone call, we were looking for world-class white water. We've been rafting for 7 years and wanted to try our hand at one of the most challenging whitewater rivers in the world. I actually believe the Futaleufu could have provided the experience we were looking for. Like any river, there are easy lines and tougher lines through the rapids and our guides choose the easy lines seemingly every time. When we asked why we missed one incredible hole after another, they mentioned the holes could have resulted in swimmers. No kidding? Swimmers? That's why we came! Our last trip on the Gauley in West Virginia we were in the river half the time but we took the toughest lines possible and had absolute blast. As if that wasn't bad enough, we didn't even run Thrown Room, not because of water level, but because Earth River does not run it, period. I fully understand not running Zeta given the undercut walls and consequences of falling in, but avoiding tough lines on a rapid just because we were likely to swim? Isn't that why we to have 2 safety catarafts nearby? The only way we managed to make the trip more exiting was to jump in above and swim Himalayas on second run through. We got worked pretty good and loved every minute of it.

I understand that you have a number of inexperienced rafters, celebrities and dignitaries that choose this trip and are more than happy to avoid a good swim. But we didn't come for a "float trip". I would highly suggest that you consider offering a "higher adventure" option. Our trip had great scenery, awesome camps, wonderful employees, but the easier lines through the rapids resulted in a thoroughly disappointing river instead of one of the world's best.

Regards,

Robert
Ypsilanti, Michigan
Re: Futaleufu trip 3/25/05 – 4/02/05