



To: Eric Akiskalian
Owner, Towsurfer.com

From: Glen Gremillion
Owner, Premier Surf Club

August 15, 1015

I would like to take this opportunity to thank you and your company for the incredible week of training our surf instructors received regarding tow-in surfing. Although our instructors are great paddle-in surfers they had little to no experience towing-in prior to your visit. It was incredible what you were able to help them accomplish in such a short time. Since we are now offering tow-in surfing to our guests, we believed it was of the utmost importance to have our instructors learn the proper, and accepted techniques necessary to tow safely. After an exhaustive search and reviewing what types of training were available, it was clear that **the program you have to offer has the most robust and comprehensive PWC Ocean Safety Training available for rescue personal and tow-in surfers.**

The training has been invaluable to our instructors. They have raved about the amount of information that was imparted to them and the way in which it was delivered. It was a step-by-step process that was clear concise and easy to understand. From the very beginning the training was a professionally structured and detailed regime. Nothing was left to chance. Our instructors learned everything from how to properly prepare the ski prior to launch and the details of how to care for the ski mechanically after the tow in session. This is vital as we learned proper equipment maintenance and understanding is essential when dealing with a machine that is not only a device to tow surfers into waves, it also must rescue them *from* the waves. Equipment maintenance is critical because being the ski is being put in the harshest conditions on earth that a ski can be put into. What they learned from you would have cost us years of trial and error and lots of broken and lost equipment. Without this training it's easy to see how people get themselves into situations where unnecessary, preventable accidents occur.

The in-water training sessions were also in valuable. Again, it helped us avoid years of what I believe is a dangerous learning curve when not advised or under the instruction of someone such as yourself. Our guys learned how to get people onto waves, how to read the waves while driving the ski, how to communicate from driver to surfer, how to rescue a downed surfer in need of help and so much more. Again, it was amazing how much ground we covered in the training.

I think that anyone considering tow surfing **MUST** go through the courses you and Towsurfer.com offer. Without having this education people will only put themselves and others at risk of serious injury in big surf. With your training those risks are **TREMENDOUSLY** minimized, and those people that are properly trained become an asset and can function as water patrol when things are heavy and help is far away. Your

training has given me the **piece of mind** that money can't buy. I KNOW that our staff "knows what to do" regardless of the conditions or situations they encounter now. We owe that to our guests and friends we take out.

Again, without your training and instruction I sincerely believe people are taking unnecessary risks. With your training I know our instructors have added incredible, value, and credibility to our program. I would recommend you and Towsurfer.com with the highest of praise to anyone that is considering tow surfing in any regards. In fact I believe in it so strongly that we are incorporating regular training with your company as we get new instructors, and to make sure that we are beyond reproach when it comes to our motto of "safety first".

Best Regards,

Glen Gremillion

President/Owner
Premier Surf Club
Playa Langosta, Costa Rica