

## GUEST COMMENTS:

### Special Occasions

Thank you Pamela!

There was such a wonderful synergy between us all & the team, all such a delight, honestly I keep thinking back & get tingles, so many magical moments, none of us can wipe the smiles from our faces!

I am very glad Made's anticipation turned to pride, he should be incredibly proud, so should everyone.

The work ethic I think between all of us, both your team & us is very much in line too, we do what we do because we love it, we have pride in it & there is a huge amount of care & attention to detail, plus smiles & laughs along the way!

I will absolutely be writing up a review, I popped one on the Facebook page earlier & plenty more to come too.

My love of Bali has been ever deepened & absolutely I hope to be back to Villa Sungai again soon!

Enjoy the day Pamela & hope to connect again in the not to distant future!

Kindest Regards,  
Lisa Madigan

Sydney

Dearest Pamela,

Hope you're having a wonderful start to the week!

Since returning from Bali we have all hit the ground running & I wanted to ensure my writing to you to offer my greatest thanks was not rushed at all as I didn't want to leave anything out, I now finally have a moment to relive it all again & express my deepest gratitude for what I have been musing on all week.

What an incredible time we all had at Villa Sungai & Sungai Gold!!! From the moment we saw Made's smiling face greeting us at the airport, I knew we were in for something truly special.

Every detail is absolutely impeccable at the Villa, truly, truly beautiful & with such touching & heartfelt care & pride & hospitality from the team, honestly they all felt like family. Each & every one of them bringing a personal touch & their skill & pride & smiles, so, so lovely, it's a destination with heart & that can be a rare & precious thing to find, just beautiful.

Our arrival at the Villa was like being transported to another world, the magical gardens & that beautiful dense Bali scent, being greeted by the gorgeous team & then stepping through into your oasis, at every turn we gasped & sighed, the abundant tuberose, the serenity, the smiles, the impeccable decor & the immaculate & inviting rooms, everything was a wow moment, evoking calm & bliss & delight in us all.

As incredibly comfortable as those beds are, I found I had to be up with the sun as I didn't want to miss a beat, from yoga by the pool, to sipping coconuts & styling, creating floral arrangements & magic for the day ahead, to indulging in spa treatments { which are of course absolutely world class, beautiful therapists & a wonderful range of treatments } all just perfection. I think we all found a seamless flow between creation & leisure, every shoot, every styling detail, every moment was truly bliss, we all love what we do & to bring our individual touches to the Villa & to work as a collective was so special for us all.

The cuisine was absolutely superb, Wayan & his team are incredible, everything from the perfect tropical breakfast { loved the black sticky rice, always a favourite of mine } to exquisite canapés, the beautiful morning tea { oh my goodness, that chocolate cake!!! } & magical dinners, on arrival & over at Sungai Gold & of course the incredible, incredible feast prepared for the divine pop up dinner, all memorable & delectable & masterfully prepared.

Our 'pop up picnic' in the rice terraces was magical, Made & the team went above & beyond in making it memorable. It was such a delight for me to style up the gorgeous little hut that was scouted out by Luisa & Made & a lovely touch that it was so close to the Villa & within Made's village { loved the picnic basket too, gorgeous Pamela }. A definite pinch me moment & one I'm sure your guests may be keen to recreate.

You can imagine my excitement on the morning before our pop up dinner, when I walked around the corner to see the flowers being delivered. Stunning. Herni provided a beautiful range, absolute perfection in what we had arranged & I couldn't wait to get my hands on them & create some beautiful pieces for the dinner!!!

Made & the team again went above & beyond in assisting me with every detail for the dinner, from the beautiful floating pool candles & additional tuberose petals to sprinkle with our pink frangipanis, organising the beautiful banana leaves & extra foliage from the gardens, { I also of course had to have a wander through the gardens myself }. It was such a delight to work with Made & the team & ensuring everything would be perfect. Putu was an incredible help on the day too in setting everything up, he must be a stylist at heart!!! He really has a great eye, all worth their weight in gold & so much fun too. I also have to mention Illuh, what a

sweet heart, so lovely & she cared for us so beautifully, do pass on my greatest of thanks again to all of the team, beautiful, beautiful people.

Generosity of heart is something I think is a natural way of being for all six of us, Natalie, Luisa, Nadean, Sophie, Jaclyn & I & it was such a delight to be embraced & welcomed so graciously to the Villa & in return to give our all in what we do, thank you again Pamela.

There will be much more rolling out over the coming weeks & months from us all, I think each of us have already inspired numerous people to pop a trip to Villa Sungai on their to do lists too & I know all of us hold our time there as something exceptional & special & absolutely memorable.

A big heartfelt thank you for having us & I had such delight in bringing my touch to our stay, can't wait to share more!!!

Kindest Regards,  
Lisa Madigan

P.S. I would love to have your postal address as I have a little something to send up to you. Thank you again Pamela, it is a very special place you have created, with an incredible team & with an exceptional point of difference, Villa Sungai is a unique experience, world class, luxury with heart, impeccable.

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Hi Pamela

Rob here

I will have a go at a TripAdvisor report in the next couple of weeks when I have a few minutes to think and do it justice

We are now back in Melbourne – we had a great time. The guests were very impressed with your place and Made's team - "How did you ever find this place" was the common feedback.

Thanks for sorting out everything and thanks to Made and the team for a great 10 days – they must know the way to the airport blind -folded given the number of times they went there and back!!!

The special event on Thursday was just that – "special"

As one very very seasoned global traveller said to me several times whilst we were there.

"Thank you so much for inviting us here – we feel so privileged and grateful to have experienced this"

I think that just sums up our 10 days

Thanks again, Pamela and Made

Regards

Rob (and Tracey)

PS: The food was great and was massive re complimentary feedback – general vibe was that Bambu and Sarong were very good – but the Villa better

Melbourne  
Sungai + Sungai Gold

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**From:** Jane Vinecombe  
**To:** [info@bali-villasungai.com](mailto:info@bali-villasungai.com)

**Subject:** Thank you

Dear Pamela,

This has taken such a long time to write - I'm sorry! I can't imagine what I've been doing since our return from Bali. However, thank you so much. We had the best time at Villa Sungai/Sungai Gold.

You certainly have created the most idyllic spot - so relaxing, absolute indulgence. The two villas were just perfect for our family. You have certainly thought of everything. The girls and I loved your decor. We even had Made take Annie and me to your furniture maker and I know they are very keen to order some beautiful teak.

Your staff/family that you have gathered together were outstanding. Made was able to make every outing and request seem quite reasonable when at times he must have been shaking his head, perplexed by our disorganization. Everyone went the extra mile to make our stay perfect. It was though they always anticipated our every whim and desire. Please would you thank them for the wonderful incense lamp they presented to me before I left. Please tell them I have it burning all the time and the smell of the perfume makes me think of them. We both love Bob's little statue and it also reminds us of the happy time we spent at Villa Sungai.

The birthday party was a major triumph. The villas looked stunning with the extra flowers, ( I'll never forget the huge bunches of tuber roses that we enjoyed every day) curtains, fairy lights, lamps around the pools and lanterns. Made kindly drove to Seminyak to collect our friends and to return them home, The Balinese banquet was stunning - Bob has always dreamed of a suckling pig! The gamelan duo was a lovely surprise, too.

An extra thank you to Bumi for getting Caroline, James, Noah and me to the airport on the last night! We think he has the makings of a rally driver! We really would have been happy to stay for an extra night and were quite disappointed when we arrived in time. Already, I'm dreaming of my next stay - and planning -the sooner the better!

I could rave on and on forever - but once again thank you to you and all the staff at Villa Sungai for everything.

With kindest regards Jane Vinecombe

ps We saw the wonderful article on Villa Sungai in the Weekend Australian last weekend.

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**From:** Michelle McCarthy

**To:** SUNGAI

**Subject:** Re: THANK YOU

Dear Pamela, Made and everyone at Villa Sungai,

Thank you so much for such a relaxing and indulgent holiday! I'm sorry it's taken so long to get back to you, however I just wanted to thank you all for such a lovely holiday.

Jimmy's 60th Birthday was by far the most special one yet and will be something for us all to remember and treasure for years to come.

The villa is simply stunning, the attention to detail was immaculate and of course the staff are amazing. It was very relaxing and the food, presentation and service were all first class.

Congratulations on creating such a stunning property!! You should all be very proud of what you've achieved.

Thank you again - we'll be spreading the word around about Villa Sungai.

Kind regards,  
Michelle McCarthy

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From:

To: [info@bali-villasungai.com](mailto:info@bali-villasungai.com)

Subject: THANK YOU

Dear Pamela

We have returned to Sydney today to a cold and wet Sunday, with the memories of our wonderful week at Villa Sungai/Gold still very fresh in our minds.

What a fantastic place you have and what an absolutely wonderful team. Made made our stay so perfect. Nothing was too much trouble and my Dad's birthday dinner was just stunning.

Thank you from the bottom of my heart for providing us with the perfect setting for a very special family gathering.

Sincerely,  
Siobhan

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From: Pia Francesca

To: <[little\\_made2003@yahoo.com](mailto:little_made2003@yahoo.com)>

Subject: SUNGAI

Dear Little Made, all your team and Pamela (Please forward on to Pamela)

Thank you for making the introduction to the Sungai so wonderful to return to with my girlfriends.

Yet again, so special to share the experience of seeing our friends arrive and watching them absorb the magic. It is like watching a butterfly come out of their cocoon and matamorphing.

I have received emails from them all wanting to be back there. With our busy practices here in Sydney it was the best tonic with wonderful food, magic massages and the team indulging us.

I know we will return and hope it can be next July - August.

I will be in touch.

kindest wishes

Pia

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Dear Pamela, Made, Putu, Iluh, Trisna, and all the Sungai team,

Words cannot describe how magical our stay was and I know we are all definitely planning a return visit to Sungai...once is simply not enough. The setting is spectacular and the villa is perfection but the most wonderful part of our stay was the warmth and friendship we received from all the staff. We felt like we were leaving family on our departure and both Lisa and I had a little tear as we said goodbye (I blame mine on the pregnancy hormones!!).

Thank you seems to be terribly inadequate but the beauty of Sungai has left me speechless.

Terima kasih

Natalie

AND LATER:

Dear Pamela,

I feel so blessed to have spent time in your magnificent Villa Sungai. You really have created heaven on earth, so much so that I can hardly imagine somewhere more perfect and I am overcome with emotion when I think about the memories created there that I will treasure for the rest of my life.

Perfection is something that I know that you and your team strive for and so therefore I wanted to give you my honest feedback on our time at the villa.

Firstly the staff at the villa are second to none. I have travelled all over the world and never have I encountered staff who take more pride in their work and who seem so genuinely concerned with making sure that nothing was left wanting. They manage to do all this with a smile and good humour and still with that fabulous sense of relaxation that permeates everything at Sungai.

The food was *fantastic*...those satay chicken skewers were to die for and the Balinese degustation menu for my birthday was supremely decadent. The new teas are excellent, in fact I have never consumed so much tea in my life!! The bircher muesli at breakfast was fantastic (far superior to that

here at Maya Ubud) and your menu selection perfectly catered for the fickle tastes of this pregnant princess!!

OH MY...THOSE BEDS!!!! I seriously want those mattresses and pillows shipped back to Sydney. I'm trying to convince Damon that we can't possibly sleep on anything else now that we have experienced the beds at Sungai.

Once again I wanted to pass on my sincerest appreciation from the bottom of my heart. Pamela, you have gone above and beyond and I will tell everyone who will listen how amazing you are, how spectacular Sungai is, how fabulous the staff are and how they would be crazy not to experience it at least *twice* in a lifetime. As I have said before, once is simply not enough. I'll be back, you can count on that.

Kindest regards,

Natalie

Natalie Cardinale  
Sydney

[40<sup>th</sup> birthday with her partner and 3 single girlfriends]