

Appendix 6

Message received from a member of the public from a personal email address

"Taxi 198

Taxi - hackney carriage

Myself and a friend arrived in Cheltenham for the 1st time on Friday 25 November in the pouring rain. We were heading to an airB&B. This lovely man made sure we were at the correct place as the post code was not clear. He waiting whilst we checked and kept us out of the rain. We were also slightly short of cash as we are not used to paying cash, and he let us off this. Wanted to say a MASSIVE thank you it was a great start to our trip!!!"