

1<sup>st</sup> December 2021

Dear Jane and Amanda,

I do hope my writing to you both without Jan knowing the content will not appear too questionable!

I want to profoundly thank both of you. As you will obviously be aware of by now, Jan has always had a very distinct style of her own. She has always loved fashion and everything that goes with it and been very conscious of how she looks. She is very fortunate to have naturally been gifted with a very warm personality that has allowed her to inter-act with everyone she meets. I would add that she is also very discerning and is a very different person when she meets and bonds with those, she feels very attuned to and comfortable with.

Our move to Wales heralded a new way of life but with all past connections people who provided the essentials for Jan of hair, nails and the like were left behind and no idea of where to go in the local area. Then as you may know, Jan was very ill with cancer and multiple effects associated with that experience presented several personal challenges for her to overcome. It also highlighted the need to make the most of life. The social contacts within our village would provide humorous material for the likes of Alan Bennet to present as play focussed on people with a limited experience of life and certainly devoid of anything approaching exuberance.

Meeting Tracy for her hair then of course led her to an introduction to yourselves which has proved to be so very special. In Jan's mind it was an opportunity to try something that might provide help with her very personal wish to not succumb to the effects of ageing if there was a chance to do something about it. Whether it be fate or fortune her association with yourselves has been the catalyst for the most remarkable transformation for Jan. She has recovered herself in so many ways. She considers herself so fortunate to have met two women with whom she can share so much, talk with ease, and feel great affinity with. She looks forward to her weekly appointments so much, not only for the opportunity to delve into the wardrobes and dress up but principally because she can share time with you and discuss whatever you jointly discuss. Of course, the treatments you provide have also become of great importance because of the multiple benefits they provide.

If it was only the benefits of the treatments, she receives were the only factor for consideration she would be very happy. Far more important from my perspective is most notable happiness and enjoyment she has gained from you both on a personal level which is very special. The warmth, welcome and personal rapport that you give is wonderful and I can only thank you with every sincerity.

My very great thanks and best wishes,

Jim