

## FEEDBACK FROM OUR GUESTS

### ENQUIRY

Feedback from our customers is crucial in developing the homestay activity and, therefore, an enquiry is sent to our guests as follows:

*" We are continuously developing our activity and, therefore, we would appreciate hearing any feedback you may have concerning your stay, i.e. what you liked and what you would like to find better next time. The feedback may concern your host and her home as well as the service of Helsinki Bed and Breakfast during your reservation process. Kindly notify me if any part of your feedback is confidential."*

### REPLIES

The feedback received has been positive in 99%, and you are welcome to read examples below. Feedback received spontaneously has also been included.

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#### **Host: Raija (2018)**

Dear Tapan,  
thank you for this information.  
Let me say again: you are providing very, very good service. Thank you very much!  
Best regards  
Ingolf (DE)

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#### **Host: Sari (2017)**

Our journey at Sari's home in august 2017 was great, Sari is a very nice person, her welcome was perfect and her home was a lovely place for us.  
Helsinki is a very nice place and modern city with a lot of things to do.  
Finnish people are very friendly and finnish food was a good surprise for us.  
Finally,HBB is a good website and it's easy to use.  
Thank you for all, we wish you a very happy new year in advance and the best for you.  
Martine & Stéphane (FR)

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#### **Host: Sari (2017)**

Dear Tapani, ....  
Thank you for the nice and complete information about our stay in Helsinki, it is not the best season to be there, but we will enjoy.  
Katri (NL)

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#### **HOST: Raija (2017)**

Thank you so much for all of this information! Thank you for recommending your local favorites and helping me to find out more by sending links.  
Erica (US)

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#### **Host: Tapani (2017)**

Dear Tapani,  
We already miss you so much.  
... Children seems to be ready for next trip to Finland.  
Hidemi (JP)

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#### **Host: Kaisu (2017)**

Dear Tapani,  
... yes, your instructions on public transportation was great...  
Thanks for everything,  
Irina (CA)

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#### **Host n/a (2017)**

....If everybody went to sauna once a week the world would be a much better place.  
(anonymous visitor, US)

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#### **Host: Oili (2015)** (feedback Dec 2017)

I have to say that booking through your service was a great experience and have very fond memories from our trip!  
Erin (CA) (feedback in Dec 2017)

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**Host: several (2017)**

Hei Tapani,  
Kiitos vielä kerran ! Italialaisten kanssa  
sujui loistavasti - loppu hyvin , kaikki hyvin!  
Raija (FI/IT)

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**Host: n/a (2017)**

Hei Tapani,  
in the last year I´ve got a wonderful place  
to stay through your „Helsinki Bed and  
Breakfast” . Now I wanted to come again to  
Helsinki, and first I wanted to ask you, if it  
is possible to get a place by one of your  
hosts.  
Kiitos avusta!  
Ystävällisin terveisin,  
Sabine (DE)

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**Host: n/a (2017)**

Your service is still the best.  
Yin (HK)

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**Host: Tapani (2017)**

Hello!  
Thanks, we had a great weekend! Glad  
you'll enjoy the sparkling wine. It was a  
pleasure to meet you too, if we ever decide  
to go back to Helsinki we will let you know.  
Tina (NO)

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**Host: Johanna (2017)**

Hi Tapani, I had a great time at Johanna's,  
shame it was so short.  
... I will definitely book with you again in  
the future. I'll need to come to Helsinki for  
breaks(!) and visa extensions.  
Tracy (UK)

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**Host: Juuso (2017)**

Hi Tapani  
Just wanted to say thanks, I had a great  
stay in Helsinki, topped by some fabulous  
skating and my favourite being crowned the  
world champion, so a very successful trip  
was had..... Juuso was great, very patient  
with my delayed arrival at his apartment,  
and I hope he found all ok on my departure  
(it was very early , 5am!! on Monday, when  
i left) ...

I was really happy with my accomodation,  
esp in terms of access to the rink, was very

pleased with your service, and yiur  
kindness, Juuso was great and I wouldn't  
hesitate to book with you again, or  
reccomend your service to others

thanks again  
Linda (IE)

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**Host: Kaisu (2017)**

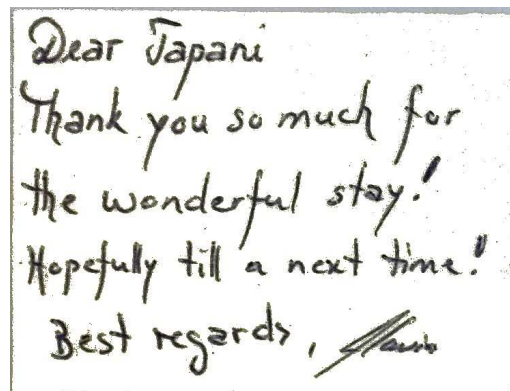
Dear Tapani  
My stay with Kaisu was very nice thank you.  
She was warm, welcoming and sociable,  
also helping me with local information. The  
house felt like home and she clearly enjoys  
having people come to stay with her...  
Maybe I come again to Finland soon so I will  
think to contact you again for some ideas on  
accommodation.  
John (UK)

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**Host: Aada (2017)**

Dear Tapani,  
The B&B Service was very good...  
Once again, Thank you for everything.  
Ida (IT)

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**Host: Tapani (2017)**

.... I'm looking forward to come back to  
Helsinki and staying at your place again :-)  
Flavia (CH)

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**Host: Raija (2017)**

Thank you again for everything. You have  
been amazing!  
Cheers,  
Erin (US)

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**Hosts: Aada, Sanna ja Viivi (2017)**

KIITOS jo tässä vaiheessa vaivannööstäsi -  
teit minulle ISON palveluksen.  
Raija (FI)

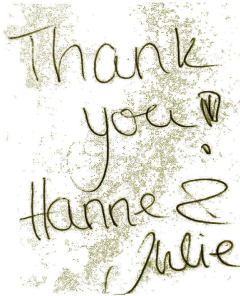
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**Host: Raija (2017)**

Erityskiitos reittivaihtoehdoista kävellen ja julkisilla :) Olen käyttänyt monta iltaa aikaa siihen, kun olen yrittänyt hahmottaa huonolla Helsinki-tuntemuksella asuntojen sijaintia suhteessa Messukeskukseen. Olisinpa laittanut heti s-postia...  
Heli (FI)

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**Host: Tapani (2017)**



Hanne & Julie (DE)

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**Host: Kaisu (2017)**

And thank you for your quick responses, it is nice to have a live person on the other end ...

... Thank you so much for your superb explanations, they were very helpful.  
Irina (CA)

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**Host: n/a (2017)**

Hello Tapani,  
... I like it that you put so much heart into your product. Me, as a founder of a startup can completely understand that. The person to person contact matters a lot.

Tino (DE)

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**Host: Jaana (2017)**

Thank you again for all of your kind help and advice.  
Seán (US)

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**Host: n/a (2017)**

... De todas formas quiero que sepas que estamos muy contentos y emocionados con la información que nos enviaste, eres increíble! Muchas gracias de verdad.  
Jairo (CO)

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**Host: n/a (2017)**

Paljon kiitoksia hyvästä palvelusta, sitä saa nykyään harvoin, mutta osaa siitä iloita, kun sitä vastaan tulee.

Soile (FI)

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**Host: Jaana (2017)**

Thanks again for all, with your help it was very easy to find a nice accommodation in Helsinki.

Torsten (DE)

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**Host: Raija (2017)**

Erityskiitos reittivaihtoehdoista kävellen ja julkisilla :) Olen käyttänyt monta iltaa aikaa siihen, kun olen yrittänyt hahmottaa huonolla Helsinki-tuntemuksella asuntojen sijaintia suhteessa Messukeskukseen. Olisinpa laittanut heti s-postia... Kiitos!  
Heli (FI)

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**Hosts: Riitta&Pertti and Jaana (2016)**

My trip will finish tomorrow in Finland. I miss here, I don't want to back to Japan. I was the most happily in my life. Thank you for everything. ... I talked about Finland with family, we'll go to Finland on next summer.  
Mariko (JP)

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**Host: n/a (2016)**

Wow perfecto! Que bueno muchas sugerencias! ... Hola, Me parece muy interesante lo voy a mirar, muchas gracia ... Gracias por toda la información que compartiste conmigo fue muy útil para comparar. Saludos!

Valeria (MX)

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**Host: Liisa (2016)**

Thanks for your patient and careful attention, also thanks for Liisa's kindly help. I really appreciate your help.

Regards  
Weiwei (CN)

Host: Oili (2016)

Many thanks to Tapani for all the organisation which was involved in securing our stay in Oili's flat.

The transport details which were sent in advance were a great help, both for our arrival and our departure.

Oili met us in the flat as arranged and explained the rooms to us.

The flat was very suitable for our two night/three day stay. We had two delicious breakfasts in Cafe Tintin Tango, which was only five minutes walk away. We visited Sibelius Park and walked into Helsinki by

the sea side. We used the superb trams, and also walked all over the city. Only one discrepancy -- we had beautiful weather (mid September) and there was no need for that umbrella!

Additional note:- Sailing from Helsinki to Travemunde was magical -- sunsets, and sunrises.  
H&M (GB)

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**Host: n/a (2016)**

Dear Tapani,

...

You have such a profound knowledge about this. It was extremely useful. Thank you!!

Haruko (JP)

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**Host: Tiina - V3601 (2016)**

Oleskelu Tiinan luona oli lyhyt, mutta mukava - ja siellä on paras sänky, joka mulla on ikinä ollut jossain majotuspaikassa. Mulla oli koko viikon selkä kipeä, mutta nyt ei enää kipua. :-D  
Anna (DE)

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**Host: n/a (2016)**

Pakko vielä antaa sinusta, Tapani, palautetta. Harvemmin sitä tapaa noin asiakaspalveluhenkistä ihmistä. Olen läpi koko viestittelymme varauksesta lähtien ihailnut tapaasi suhtautua asiakkaisiin. Sinunlaisiasi saisi olla enemmänkin maailmassa. Kiitos siitä, miten hyvin olet hoitanut tämän koko asian ja kaikkea hyvää yrityksellesi ja sinulle!  
Jatta (FI)

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**Host: n/a (2016)**

... Thanks again for all of your assistance! ...and, yes, now I am thinking of planning some time in Helsinki soon with my family -- it looks very nice and you have been so helpful :-)  
Kind regards, Velora (DE)

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**Host: n/a (2016)**

Thanks for all of your help. You have really been so wonderful. Vanessa (U.S.)

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**Host: n/a (2016)**

Dear Tapani  
... Thank you for your excellent service (far beyond airbnb) ...

Jordi (ES)

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**Host: n/a (2016)**

Thank you a lot, Tapani and wish you all the best! It was nice to organise my travel with your help!  
Kind regards from Dmitriy. (RU)

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**Host: n/a (2016)**

Thank you so much for your advice. I must say that they are very helpful, indeed. Can't remember that I have ever been so well informed and cared for before any visit to any other foreign country!! I really want to express my biggest compliments to you!  
Corina (AT)

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**Host: n/a (2016)**

Hej Tapani,  
You are fantastic!  
Beate (DE)

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**Host: n/a (2016)**

So glad to be able to 'talk' with a real person! ...  
Thanks so much for your help in our travel plans! ...  
You are sure working hard to make our visits success. Thanks again!  
Paul & Elaine (U.S.A)

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**Host: Annu -H5302 (2015)**

I hope to re-visit Finland one day, but when it's warmer than it was in early October last year! It was unseasonably cold very early. But I had a very warm and friendly welcome from Annu which was the most memorable aspect of my visit there. Your Helsinki Bed and Breakfast service is a wonderful idea; I've spread the word to a number of friends.  
Many thanks.  
Kerry (AU)

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**Host: Tiina -V3601 (2015)**

... koti oli oikein kiva ja rauhallinen paikka. Kulkuyhteydet Tikkurilaan loistavat. Emäntä itse on ystävällinen ja huolehtivainen.  
t. Nina

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**Host: Oili - H2601 (2015)**

Kiitos, kyllä oli mukava majoilla Oilin luona. Olisimme viihtyneet kauemminkin ja mielellämme menemme sinne uudelleenkin, jos vain mahdollista. Mukava asunto

mukavalla paikalla ja Oili laittoi vielä patjan lattialle, joten meillä oli tilaa nukkua. Kiitos paljon sinulle asunnon tarjoamisesta ja vielä kiitos Oilille hyvästä emännyydestä. Hyvää kesää ja toivottavasti palaamme joskus asiaan samoissa merkeissä.

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**Host: Tapani – H5501 (2015)**

Hi Tapani 😊 How are you there in Helsinki? Hoping all is well and we all together wish you a very Merry Christmas 🎄 (a little bit in late) and a very great New Year 🌟 In the boat? 🚤 Giuliana Gabriele Greta and Gaia. We keep enjoy our last holiday when we look at our pictures 👍 bye bye 🙌

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**Host: Anna-Maija (2014)**

Hei Tapani  
 ...todella erikoiskiitoksen myös suosittelustasi mennä perheeseen eikä omaan "vuokrakämppään". Meidän keväinen Suomesaa oleskeluhan oli todella onnistunut juttu....  
 Kesästä en vielä tiedä missä ja miten vietetään, mutta tarpeen tullen muistetaan sinua!  
 T. Sari + tytöt (DE)

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**Host: Sari (2014)**

Dear Tapani,  
 Thank you very much for helping me all the way through, and now also with detailed and useful information.  
 I like Helsinki already!  
 When I am less busy it will be my pleasure to give my positive feedback about this very good B&B service.  
 Kind regards, Lei Lei (NL)

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**Host: n/a (2014)**

Dear Tapani !  
 It was nice to hear from you again.  
 ...

You have been helping me ( rather us ) quite a lot and more importantly even besides the "Bed n Brakefast " . That is really to be appreciated. ...  
 Regards  
 Deviprasad (IN)

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**Host: Johanna (2014)**

Dear Tapani  
 It was very nice, clean and quiet. Easy to reach from the airport and the city center. Very very good. This homestay is very recommendable.

Sincerely  
 Katsuya (JP)

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**Host: Nina (2014)**

Hei,  
 Kiitos pikaisesta vastauksesta ja muutenkin ripeästä palvelusta.  
 Varaustiedot olivat kunnossa ja laitoin maksun menemään.  
 Terveisin Jonna (FI)

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**Host: n/a (2014)**

Hei Tapani,  
 Thank you for the fast answer and for your help :). ...  
 You are awesome trying to help people to find a homestay in Helsinki. Thanks alot!  
 Hyvää viikonloppu  
 Jannik (DE)

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**Host: n/a (2014)**

Dear Tapani,  
 ... I can't thank you enough, really, you are extremely kind and helpful.  
 My best regards  
 Eleftheria (GR)

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**Host: Johanna (2014)**

Dear Tapani,  
 I had a very pleasant stay at Johanna's place. I very much liked the quiet neighborhood. The connections to the city center are good and the host is very friendly and hospitable. The wi-fi connection is very good. It was warm and comfortable.  
 Thank you very much!  
 Best regards,  
 Elena (RO)

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**Host: Raila&Martin (2013)**

Dear Tapani,  
 In Octobre I had a room for the first time offered by your service.  
 I was surprised by the excellent service including information about the weather and also a personalized "reittiopas".  
 My hosts were very friendly and helpful. I got the rest I needed.  
 Next time I visit Helsinki I will definitely aks for a accomodation again.  
 Yours Christiane (DE)

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**Host: Johanna (2013)**

I'm sorry we couldn't say goodbye in person, but anyway I would like to say to you that I never ever had a host or hostess who was so kind and loving and caring for us. I really really mean that ! You are a really warm and loving woman.  
 We had a great time in Finland also because of your kindness, caring and friendship.  
 Erik (NL)

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**Host: Juha (2013)**

Greetings from Juha's first guests: Thank you for a wonderful two week holiday at a very nice and tidy place! Flexible sleeping arrangements and a VERY nice host!  
 Maria (DK)

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**Host: Tapani (2013)**

Thank you so much Tapani for being an incredible host and for all your kindnesses, I had the greatest time ever in Helsinki.  
 Valeria (MX)

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**Host: Tapani (2013)**

Hello Tapani,  
 It's too hot here.... I want to dive into the sea !  
 After I came back to Japan, I often remember all the good memories of my trip to Helsinki including you and Valeria.  
 Natsumi (JP)

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**Host: Sari (2013)**

Sounds good, thanks for the clear and detailed instructions!  
 John (US)

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**Host: Tapani (2013)**

Hei Tapani,  
 olen tullut perille, ja suoraan saksalaiseen kesään. Järvi oli täynnä purjeveneitä.  
 Matkalla mulla oli se surullinen-suloinen tunne, kun matka loppuu, mutta on ollut ihanaa.  
 Haluaisin vielä kiittää sulle ihanasta viikosta,  
 sinä olet tosi hyvä adoptio-isä, ja olisin iloinen, jos adoptioisit minut jokus vielä uudelleen.

Kiitoksia paljon ja aurinkoisia terveisiä,  
 Anna (DE)

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**Host: Harri (2013)**

A room with a view from a very hospitable host (Harri) of Helsinki Bed and Breakfast. You don't need an alarm clock. The sun will give you the most natural wakeup call.  
 Gek Li San (SG)

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**Host: Raila&Martin (2013)**

Hyvää iltaa Tapani!  
 ...  
 Kesäloma oli hyvää ja Railan/Martinin asunto oli mahtava, varsinkin länsiparveke saa 100 pistettä! Minä olen vielä lomassa... (unelmani).  
 Toivon hyvää yötä!  
 Terveiset Dietmar ;-)) (DE)

**Host: Tuulia (2012)**

I stayed over Tuulia's and it was a wonderful stay, wonderful lady, amazing sightseeing around the place... such as the one shown in the photo below. Very convenient location, not far from downtown, public transport vey easy to reach. Value for money was excellent and fair. She helped me to decided a lot of the sightseeing that could fit my interest, very easy going person to talk to and we actually had interesting talks. I loved Helsinki, amazing city and best citizens I have ever know... everyone helped me out, never got a "NO" or "I don't know" for an answer.  
 Edoardo (MX)

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**Hostess: n/a (2012)**

Kiitos Tapani!  
 Onpa hyvät, selkeät ohjeet!  
 Hyvää kesää!  
 Mia ja perhe (ES)

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**Hostess: Nina (2012)**

Nina is a fantastic woman to hang out with.  
 You did a perfect choice for me. She invited  
 me too for the weekend with friends .. :-\*  
*Kathrin (DE)*

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**Hosts: Seppo&Liisa (2012)**

Hi Tapani,  
 ...  
 I just wanted to say THANK YOU. Our stay  
 was really enjoyable. Starting from the  
 contact with you about booking, and our  
 guests Seppo and Liisa.  
 We really appreciate the trust between  
 guests and us. The home was so welcoming  
 and the situation in Helsinki was perfect.  
 Bus connections were easy, we had good  
 chance with the weather, everything was  
 perfect.  
 More of that, we got the opportunity to  
 meet Seppo and Liisa the last day. Even if it  
 was for a few moments, this exchange was  
 very interesting.  
 ...  
 I will surely talk about Helsinki Bed and  
 Breakfast to people around me, and hope  
 this will give them the wish to visit Finland.  
 Thank you to all, hope we will meet again.  
 ...  
*Clément (FR)*

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**Hostess: Tuulia (2012)**

Dear Tapani,  
 ...  
 Tuulia was so nice and caring. I felt like at  
 home and I would no change the Tuulia's  
 bed & breakfast for any other place, even a  
 5-star hotel for free.  
*Best regards, Jakub (PL)*

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**Hosts: Riitta and Pertti (2012)**

Stay at Riitta and Pertti was very nice.  
 Thank you for arranging it all!

Ritta took really put a lot of effort in making  
 me feel good in Helsinki. She is a very good  
 cook!

...  
*Davorka Ruskac (NL)*

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**Hosts: Seppo and Liisa (2011)**

Dear Tapani,  
 Everything has been nice by Liisa and  
 Seppo, they are very nice people!  
 I had a good time!  
 Kind regards,  
*Ilka Wagner (DE)*

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**Hostess: Nina (2011)**

Accommodation is perfect & Helsinki is  
 amazing. Thank u for your support !  
 Mihai (RO)

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**Hostess: Jaana (2011)**

Dear Tapani,  
 This is our last evening in Jaana's  
 apartment. We really enjoyed our stay -  
 everything was o.k. and like the description.  
 By the way: Your description is very exactly  
 and helpful. Thanks a lot.  
 Best regards  
 Ralf (DE)

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**Hostess: Suzan (2011)**

Tapani,  
 Just to let you know all has been really nice,  
 Suzan, her kids, the city... Actally all but the  
 chilly weather....:)  
 ...  
 Thank you again and keep on doing your  
 second job, it is worth it!  
 Love,  
 Claudia

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**Host: Petri (2011)**

And want to say "KIITOS" for arranging that  
 nice B&B!  
 I enjoyed the stay at Petri's house very well,  
 was very cosy and it feels like home...  
 Would recommend absolutely for other  
 people visiting Helsinki!  
 So thanks again,  
 Best regards,  
 Johnny (Belgium)

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**Hostess: Suzan (2011)**

Dear Suzan

This is just a line to say how much i enjoyed staying with you and your family in Helsinki. Thank you for the hospitality and the stimulating conversation.

Your children were charming and made me feel very at home.

...

With kind regards and my best wishes to Alma and Jack  
John (U.K.)

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**Host: Heli & Sami (2011)**

Sorry to be late, but I enjoyed staying at Heli & Sami's place.

I was some difficulty finding out their place from the bus stop, but somebody helped me and it was OK. (I'm very bad with direction.)

They are very nice people and offered me some sweets, tea, juice when I arrived, and I enjoyed chatting with them at the terrace. They prepared nice breakfast in the morning.

It was a very short stay, but It was nice to visit Finland.

Kind regards,  
Noriko (Japan)

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**Host: N/A (2011)**

Moi moi!

I would have been so happy to be in Helsinki again and enjoy a concert of jazz music with you!! I hope you are enjoying one at the moment...It was such a nice time. I am thinking about our next trip to Finland -may be I told you already?- Finland must be wonderful during the autumn with ruska. Would you mind if I ask you tips again? Have a nice weekend, take care  
Marianne (France)

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**Host: Petri (2011)**

Dear Tapani, ...

We wanted to let you know and to thank you for the pleasant time in helsinki ... thank you very much for your assistance! do not hesitate to contact us if you happen to travel to France, we live near Brest (à Plougonvelin).

Good bye, Katya and Fabrice

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**Host: Maria (2011)**

Hi Tapani,

Wanted to let you know that we thoroughly enjoyed our trip to Helsinki! The B&B was wonderful, and the cooking course was fabulous. Both ladies were so gracious and catered to our needs. ...

Cheers, Cheryl (UK/U.S.A.)

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**Host: Tapani (2010)**

Dear Tapani

Thank you for worrying about our conditions.

Fortunately we are both fine and our families too!!

We had strong earthquake but don't have strong damage around my area.(but the public transportations and facilities are confused)

I hope we can recover to our former states as soon as possible.

Pray for Japan

We hope you can keep your good health.

Kindest regards.

From Shuro and Risa

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**Host: Maria (2010)**

Dear Tapani,

I just wanted to thank you as well for your kind assistance, which indeed made my trip to Helsinki a success and an unforgettable travel. Special thanks to the formidable and very nice B&B (nice person, spacious room, good area, quiet and easy to reach with public transport), which I may recommend without any hesitation.

Your service was fast and supported with good information, just perfect.

...

With best personal regards,

Walter

(Zürich, Switzerland)

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**Host: Ella (2010)**



Hi  
Let me thank you for your service, Mrs Ella and her husband have been very kind and lovely, the home was nice with a great look by its windows, in a quiet and peaceful neighborhood.  
Marco (Rome, Italy)

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**Host: Raila (2010)**

Raila has been such a great hostess. I have had a great stay at her apartment, and she is being so kind!  
Jennifer, the Netherlands

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**Host: Maria (2010)**

I have thoroughly enjoyed my stay in Helsinki and Maria's place has been wonderful. She is very kindly taking me to the ferry this afternoon  
Thank you for all you have done. I have already highly recommended you to several people who were curious about my accommodation here.  
Nancy (London, U.K.)

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**Host: Maria (2010)**

Dear Tapani,  
we had a really good time in Helsinki in spite of the weather conditions that were somewhat extreme and this limited our time outside a little bit. ... Maria's home was a nice and warm harbor to rest at in between our different excursions. Our room was nice and quiet, we slept well and everything else was also satisfactory. And Maria is a warm-hearted and interesting person as you said and it was very pleasant to make her acquaintance.  
Warm regards,  
Maria (Paris, France)

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**Host: Nitta (2009)**

Hello Tapani  
  
I want to thank you for recommending Nitta ... to me for my accommodation in Helsinki.

She was absolutely wonderful and it was a pleasure to stay with her. Thank you again,

Jan (Australia)

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**Host: Agnetha (2009)**

Dear Tapani,  
Thank you very much for the refunding ... I would like to come again in Finland, for holidays or for a conference.  
If I have this chance I will write you again for sure.

Best regards,  
Chrysanthie (Cyprus/France)

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**Host: Ella (2009)**

Dear Tapani  
We have now arrived back home following our travels that included a three night stay with Ella.  
I am writing to thank you and Ella for a wonderful stay in Helsinki. We were very comfortable and will not hesitate to book again with you when we return to Helsinki some day.  
many thanks

Bob (U.K.)

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**Host: unspecified (2009)**

Haluaisin kuitenkin kiittää teitä näin hienosta palvelusta, on todella paljon mielekkäämpää (ja usein myös kannattavampaa) yöpyä yksityisten ihmisten asunnoissa kun hotelleissa! Ja varsinkin jos joutuu reissaamaan yksin niin mukavaa kun ympärillä on kuitenkin muita ihmisiä :)  
Palataan asiaan, ja iloista syksyn jatkoa!

terv. Mira

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**Host: Maria, (2009)**

Thank you very much for your help, it is an uncomplicated and friendly way to make business with you.

regards Maria and Max (Austria)

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**Host: Seppo&Liisa (2009)**

Thank you, Tapani, for your excellent instructions!

Ruth (U.S.A.)

Thank you, Tapani. Those are wonderful ideas. I appreciate your extra effort on that!

Ruth (U.S.A.) ...

I just wanted to write to say what a nice time we had with you two and Aino You all really made us feel welcome and we loved your beautiful and creative home. One of the highlights was the Woman's Day celebration on Saturday night. Do you think the article from the paper the next day is available online?

I hope you'll come to Northern Wisconsin one day to see our neck of the woods!

Ruth (U.S.A.)

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**Host: Ella (2009)**

Hei! Viihdyimme hyvin, majapaikan upea merinäköala ja oma parkkipaikka olivat ylellisyyttä - erityisesti jäi mieleen Ellan sydämellisyys ja luottavaisuus! t Harri ja Nina perheineen.

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**Host: Anne&Jussi (2009)**

Thank you for your e-mail. I am really very happy to stay at Anne and Jussi's place! It was a good choice.

Seyhan (Germany)

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**Host: Maria (2008-9)**

Hi Tapani

I just want to thank you for excellent accomodation provided by your company I am enjoying my stay and the standard of accommdation is of a very high quality I will certainly inform the Finnish Embassey in Toronto of the wonderful service you provide to tourists visiting Finland Thank you

All the best for 2009

Bobbi (Canada)

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**Host: Iina (2008)**

... thanks for arranging such a nice place to stay for me. I worked long hours this week so it was great to return to a family home in the evening. Thanks!

Joan (U.S.A.)

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**Host: Pia (2008)**

KIITOS, kovasti hyvästä ja asiakasystävällisestä palvelusta!

Kaikki on ok

Mukavaa syksyä!

terv Anneli

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**Host: Anna-Maria (2008)**

Hei.

I arrived at Tokyo safely in the morning 5 Nov.

Thank you very much for your kindness.

I enjoyed Suomi.

I want to return....

By then, I try to study English and Finnish very hard!

Give my love to Linda and Sinva, Maara.

Heihei.

Arisa (Japan)

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**Host: - none so far due to a change of schedule - (2008)**

... Please keep doing what you are doing its a great thing.

kind regards

Josie (Zambia)

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**Host: Mika (2008)**

Palvelu oli erinomaista, yhteydenpito sujuvaa, nettisivuilla sopivasti kuvia ja tietoja asunnoista, minulle varsinkin sijainti oli tärkeä joten se karttapalvelu on hyvä juttu. Mikan asunto oli ok, kun säät nyt olivat mitä olivat en kaivannutkaan sitä maanläheisyyttä niin paljon. Huoneisto oli siisti ja toimiva, ja ihanan valoisa, meille oli raivattu sopivasti kaappitilaa, sängyissä

mukava nukkua yms. Alue oli rauhallinen ja talo hiljainen ...  
Kaiken kaikkiaan siis oikein hyvä kokemus ...  
Elena (U.K.)

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**Host: Agnetha (2008)**

Dear Mr. Tapani,  
I have just come back Italy and I am writing you because I would like to thank you for helping me to find a place in Helsinki on "last minute" and for saying that accommodation at Agnetha's house has been very comfortable, very beautiful and at reasonable prices, in one word: perfect. I would recommend it to anyone who wish to spend days or a period at one of the best places in Suomi.  
Thanking you again, with best regards  
Emanuele (Italy)

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**Host: Agnetha (2008)**

Hi Tapani,

... Joanne and I enjoyed our stay with Agnetha. She arranged a sauna for us on Wednesday evening and later introduced me to one of her neighbors who is connected to the Sibelius Academy. Staying on Suomenlinna was great. We would be happy to return again on future trips to Helsinki.

Hopefully, we can meet again. I plan to return next summer for additional research and to perform some concerts in Finland.

Best,  
Kurt (U.S.A.)

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**Host: Anna-Maria (2008)**

... Mieko lähetti paljon kiitoksia ja terveisiä Anna-Marialle!!!  
Hän kertoi, että oli tosi hyvä olla siellä. Helppo käydä kaupungissa ja palvelut ovat lähellä. Hän tykkäsi kaikin puolin siitä paikasta.  
Kiitoksia sinullekin!  
Mieko (Japan)

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**Host: Mika (2008)**

Hei,

Palvelunne oli oikein toimivaa. Antamasi neuvot ja vinkit olivat hyödyllisiä. Minusta sähköpostin välityksellä on helppo toimia, eikä yhteydenpito ole tällöin ajasta ja paikasta kiinni. Mikan asunto oli toimiva viikonloppukoti meidän porukalle. Mikan kanssa oli helppo sopia aikatauluista ja hän kertoi selvästi mistä mitäkin löytyy. Asunnosta jäimme kaipaamaan lattian pyyhkimiseen tarvittavia välineitä (olemme tottuneet, että siivoamme majapaikkamme lähtiessä).

Kokonaisuudessa olemme tyytyväisiä palveluunne ja voimme käyttää palveluitanne tulevaisuudessakin.

Terveisin Sanna

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**Host: Pia (2008)**

We are pleased to inform you that our Finland-journey was wonderful. ... we would like to say thanks for your exact preparation and helpful tips. Please also transmit Pia our gratitude for her hospitality. We felt very well in her flat.

Yours sincerely, Käthe and Ekhard (Germany)

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**Host: Raila (2008)**

... ja vielä suuri kiitos ystävällisestä ja persoonallisesta palvelusta.  
rgds, Ulla (Belgium/Finland)

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**Host: Pia (2008)**

Dear Tapani,  
thank you very much for your helpful and interesting advises about Helsinki. We were surprised how much trouble you have taken to inform us. Thanks for all!  
Käthe and Ekhard (Germany)

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**Host: Pia (2007)**

So, I really cannot criticise anything - Pia´s place is excellent and you did a very good job arranging our stay, it was an above-standard service I think. So we thank you all very much and if we travel to Helsinki again, we would certainly use your services again. Thanks.

Lenka and Pavel (Czech Republic)  
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**Host: Ella (2007)**

Again, thanks a lot for the excellent service!  
Kind regards, Geert & Ellen (The Netherland)  
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**Host: Pia (2007)**

I can say that we were very happy in Pia's apartment - it is well equipped and well located. Pia was very friendly and provided everything as agreed.

As I told you already during my visit, HBB is a very good alternative especially for families, who mostly cannot afford expensive large hotel rooms.

...

Since we all love Finland, we certainly will be back very soon.

Best regards

Monika (Norway)  
-----

**Host: Helena (2007)**

Estimado Tapani:

Muchas gracias por escribirme. Si, todo bien en el piso de Helena, es muy acogedor. ... De todas formas, muchas gracias por preocuparte.

Un saludo, y muchas gracias por todo

Alberto Martin (España)  
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**Host: Ella and Pia (2007)**

I think everything is well-organized and there is absolutely no need for any improvements at all.

I am really more than happy with your services and will recommend it to anybody else.

Best regards

Mirco Bunning (Belgium)  
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**Host: Ella (2007)**

Good day Tapani,

My husband and I had a lovely stay in Helsinki at Ella's. The reservation process was easy and Ella was most pleasant. The apartment was clean and the location was perfect. Helsinki has a wonderful public transportation system. We're looking forward to returning to Helsinki in the future.

Thank you! Amy and Brian (U.S.A.)  
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**Host: Ella (2007)**

Dear Tapani,  
... this comes highly recommended! Thanks for your friendly way of opening Helsinki,  
Barbara (Denmark)  
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**Host: Agnetha (2007)**

Moi Tapani

Kiitos for your Mail, thank god, my phone arrived on Thursday :-)

I wish you a happy new year and be sure that I'll check HBB to find a place to stay next time I'll be in Finland.

Bye for now  
Kind regards Claude (France)  
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**Host: Tapani (2007)**

... I am thankful for her kindness and have a pleasant time stay with her and I miss her. thank you Tapani, ...I should keep in touch with you all. bye for now.

Donny, New Zealand  
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**Host: Johanna (2007)**

Dear Tapani,

I had a wonderful time - Johanna as you mentioned is a warm hearted person and came to pick me up and dropped me to the airport on my return. Really good of her.

...She was also very helpful to give me guidance and information about places to eat, shop and visit.

...

As a return gesture, I wish to invite Johanna and yourself to visit me in India. I have place to accommodate one couple at my house anytime.

Merry Xmas and Happy New Year 2008 to all.

Kind regards, Harsh, India

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