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14<sup>th</sup> January 2008

Customer Service Department

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**Booking Reference:** \*\*\*\*\*

Dear Sirs,

I am writing to you firstly to portray my utter dissatisfaction with the holiday that you sold me and secondly to demand a very substantial refund. Upon booking your holiday package to \*\*\*\*\* in \*\*\*\*\* I made it abundantly clear to your salesperson that I wanted a 4 star hotel and according to your salesperson that is what I had booked. Even going to the point of reiterating the point several times that I wanted to book a four star hotel your salesperson repeatedly confirmed that it was indeed a 4 star hotel that I was about to book.

Your email confirmation (copy enclosed), which soon followed my booking further confirmed that the hotel \*\*\*\*\* on our booking was classified 4 star. Upon reaching the destination I was incredibly frustrated to discover that the hotel \*\*\*\*\* was in fact classified as a three star. This in itself is cause for severe discontent, however to compound matters the condition of the room and lack of information was nothing short of a disgrace.

The condition of the room was subject to the following disgraceful conditions:

- Hair on the floor in the bathroom
- Shower was very dirty stains around the floor and up the walls
- There was what appeared to be a blood stain on the mirror
- The bed sheets had several stains and hair on them
- Brown stains on the wall of the bathroom
- Large amount of dust on the table
- Stains on walls of room
- Air conditioning did not work
- Some of the lights did not work
- Ceiling unstable (sections hanging down)

Enclosed with this letter you will find photographic evidence that documents the dreadful room conditions.

Upon complaining to the hotel they were unable to provide us with another room and sent someone to change the sheets, however the room remained in a disgusting state. We were forced to hand over our accommodation vouchers at the airport and as such had no means of contact with a representative. There was no information board and the hotel took some considerable time to get details of the company with which we had been assigned accommodation. Once details had finally been discovered we contacted \*\*\*\*\* only to discover that they had no idea who we were. It took several phone calls to finally clarify the situation at which point we were informed that your company had not made them aware that we were staying at the \*\*\*\*\*, and if it wasn't for us initiating contact with them then they would not have come to greet us. During this period we attempted to contact your company on several occasions to get details of the accommodation representatives however your organisation was completely unresponsive. I asked to speak to the representative who we had booked with and at first was told that she did not even work for your organisation. On a subsequent phone call I was told that she did work for your organisation but she was away from the office. In any case we were desperate to get contact with a representative and none of your employees were able to assist us which was completely unacceptable.

After a long series of phone calls a representative from \*\*\*\*\* was finally sent out to meet us on our second day at 7:00 in the evening. Thankfully this representative was very helpful, however she informed us that it was not possible to change hotel that evening and that we would have to wait until the following day (the third day of our "holiday") to be able to move. Furthermore they were unable to allocate us another hotel free of charge as they had sent details to you stating that the \*\*\*\*\* is in fact a three star hotel and that it was your responsibility. We showed the \*\*\*\*\* representative the condition of our room and she was absolutely appalled at the conditions, after inspecting the room she stated that "this is the worst three star hotel" that she had seen. So not only were we provided with a three star hotel instead of the four star hotel that we purchased, the conditions of this three star hotel were repulsive and squalid.

Upon contacting your company once again, I was informed by one of your employees that there was nothing that you were able to do to help us, and that we would have to write to you once we had returned to the UK in order to gain compensation. Therefore we were forced to take it upon ourselves to cover the cost of moving to another hotel in order to gain a reasonable level of comfort, this however did not occur until the third day at which point our holiday and new year celebrations had been ruined beyond repair.

A further complaint that I have is that at the airport I paid £35 to have extra leg room only to get on the plane and be placed in a seat that had less leg room than the standard seats.

In selling my partner and I this holiday you have broken the law as you have misrepresented our hotel as a four star rating when it was in fact a three star rating. I am

aware that your organisation is ABTA protected and I would like to point out that you have failed to comply with the ABTA code of conduct. Firstly you have broken 1A which states that you must

*“Make every effort to ensure that accurate information is provided to enable Clients to exercise an informed judgement in making their choice of Travel Arrangements.”*

Secondly you have broken the code of conduct 1D which states that you must

*“Ensure that no Advertising or Promotion or any other publication, whether in writing or otherwise, shall contain anything that is likely to mislead the public.”*

Thirdly you have broken the code of conduct 4E which states you must

*“Where appropriate and subject to their reasonable discretion, provide prompt assistance to Clients in difficulty.”*

Finally you have broken code of conduct 6A which states you must

*“Maintain a high standard of service to Clients.”*

To summarise this letter what I am demanding from your company is the following:

- A full refund on the accommodation at the \*\*\*\*\* hotel
- £290 to cover the cost of the new hotel (I have enclosed a receipt as proof of purchase from \*\*\*\*\*)
- A considerable compensation payout for the distress and aggravation caused
- £35 refund for additional leg room on flight
- Payment to cover phone calls (unable to provide proof at this stage as I have not received a statement from my phone company)

If an acceptable compensation agreement is not achieved then I will have absolutely no hesitation in taking further action including issuing legal proceedings and reporting your organisation to media watchdogs.

I look forward to your prompt response.

Yours faithfully,  
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