

Write a LETTER OF COMPLAINT.

You are disappointed by a weekend trip to London as the trip did not meet your expectations. Write a letter of complaint to the travel agency. In your letter, you should:

- explain why you chose Easy & Excellent
- describe what went wrong
- suggest what Easy & Excellent should do.



Figure 1 Image by Freepik

Dear Sir or Madam,

I am writing to express my dissatisfaction with your service. I booked a weekend trip to London with Easy & Excellent, hoping for a pleasant and memorable experience, but I have to report that my expectations were not met.

I chose Easy & Excellent because I had heard good things about your company from friends and family. My expectations for the trip were high and I was looking forward to a few days of sightseeing and exploring the culture and attractions of London.

Unfortunately, my weekend trip was not what I had hoped for. Firstly, our flight was to Stansted Airport, not Heathrow. There was no shuttle bus and we arrived at our hotel at 2 a.m. Secondly, the hotel we stayed at did not meet our expectations. The rooms were not only dirty but also there was no free internet as you advertise on your website. Furthermore, our English breakfast was far from excellent. The food was not of good quality, especially eggs and bacon. And last but not least, our hotel was not close to the city centre, there was no easy connection, and the closest underground station was a 25-minute walk from the hotel.

I am disappointed and frustrated with the overall experience of my trip. I expect a partial refund for my trip within 14 days. I believe this is reasonable considering the circumstances. This would be a good way for Easy & Excellent to show its commitment to providing high-quality service and a pleasant experience for its customers.

I look forward to hearing from you soon.

Yours faithfully,

Peter Rabbit