

## Marta Baviera Week 9 B1 EOI 2008-HOLIDAY COMPLAINT

**B** You read this advertisement and decided to go on this holiday.

The holiday of a lifetime



Discover a wealth of beauty and ancient culture in this magical and largely undiscovered region of Indochina. Steeped in history, with amazing temples and beautiful countryside, it will delight your senses.

All the trips will be made in a chauffeur driven limousine and helicopter and you will be accompanied by an expert guide at all times.

You will stay in an exclusive luxury spa resort with magnificent service, food, spa treatments and even your own butler to serve drinks by your private pool.

***You saved up for a long time. The place was wonderful but unfortunately the service was terrible and the hotel facilities very poor. The organisation was so bad that it ruined your "holiday of a lifetime". WRITE A LETTER to the travel agency explaining all the problems you encountered and claiming compensation***

Good morning,

I'm writing this email to express my dissatisfaction with the trip to Indochina that I contracted on February with your travel company.

I'm dissatisfied because the service was terrible and the hotel facilities were very poor. When I booked the trip, you we was promised me a chauffeur driven limousine for the entire trip with a chauffeur driven limousine and an expert guide all the time with us, but the organization was so very had bad and the expert guide only stayed with us one day. Also, the description of the hotel in your brochure is misleading because the service was terrible and the food at the buffet was always cold.

In conclusion, the trip that costs me 2.500 euros became an absolute disaster.

To resolve my problem, I would like you to give me my money back. I've attached copies of all of the receipts from the trip.

I look forward to your reply and a solution to my problem.

Sincerely,

Marta Baviera\_

Very good 8/10