48 - The Vale - Sunnytown - Devon - DC4 56JK

7th December.

The Customer Relations Dept

Exotic Destinations

Pacific House

Randolph Way

London W1Y 8QT

Dear Sir,

**My husband and I have recently returned from one of your Golden Group holidays in Tunisia.**

We chose this holiday in preference to many others as we were assured both in the brochure and by your agency staff that this particular package catered for retired couples like ourselves. We understood that our specially organised activities would be run by mature friendly hostesses. However on arrival at our destination we were met by a very youthful rep who very curtly told us that there were only two other people on the golden group package and that, as a result, we could join in the activities organised for other groups or fend for ourselves. Since our tastes do not include hard rock or late-night pub crawls we asked to be moved to another hotel. We were told that if we did this it would have to be at our expense. As a result we decided to stay where we were and to organise our own entertainment.

Now that we have returned home we feel obliged to draw your attention to our deep dissatisfaction with the service we received. Not only were we deceived by the information in your brochure but we were not properly treated by your staff in the resort.

We hope that this matter will be rectified to our satisfaction in the near future and look forward to hearing from you shortly.

Yours faithfully

Katherine Hopper

EXOTIC DESTINATIONS

Pacific House \* Randolph Way \* London W1Y 8QT

21ST March 2004

48 - The Vale

Sunnytown

Devon

DC4 56JK

Dear Mrs Hopper

Thank you for your letter of 7th December.

**We are sorry to hear that** you and your husband did not enjoy your recent Golden Group holiday in Tunisia and **apologise** if the tour rep’s behaviour was inappropriate. **We assure you** this behaviour is not the kind we normally tolerate and **we will be** **looking into** the allegation fully and taking any necessary action.

**We would**, however, **like to draw our attention to** the fact that all our reps are highly trained, whatever their age, and that we do not specify how old they are in our brochures.

As to the special entertainment package that you requested, we do explain in the brochure that this package is only run when there are a minimum of eight guests requesting it on any one tour. As you yourself mention, in your case there were only four people, yourselves and two others. Therefore the rep was quite correct to tell you that this would not be possible and that we would be unable to cover the expense of a change of hotel.

**As a goodwill gesture we enclose** four **vouchers** for day trips to Paris and Brussels so that you can appreciate our normal high standard of service for yourselves.

Yours sincerely,

Customer Relations Clerk