

## 19. Letter To Tour Operator- Unsatisfactory Holiday

**Your Name  
& Address**

Date .....

**The Owner/Company Secretary  
The Builders  
Any Road  
Anywhere X12 3YZ**

Dear Sirs,

**RE: (Location and Date of Holiday – Booking Reference)**

I am writing to complain about the above holiday from which I have just returned and are described below:

**(GIVE DETAILS OF YOUR COMPLAINT HERE)**

I reported my complaints to your representative at the resort and completed a complaint form, a copy of which I have enclosed. The representative was unable to resolve the complaints **(at all/to my satisfaction)**.

I am holding you in breach of the Package Travel Regulations 1992 and liable to compensate **(me/the party)** for the problems encountered and for the distress and disappointment suffered as a result. **I therefore feel that an offer of compensation of £.....** should be paid by you.

If I do not receive a satisfactory reply to this letter within the next 28 days, I will send a copy of this letter **(and enclosures)** to ABTA and I will also consider an action in the County Court, without further notice.

**(Include the following if appropriate to your letter – Further to the above, if as I suspect, you have provided false or misleading information in your brochure you may have committed criminal offences and I will be reporting this to Trading Standards for further investigation.)**

Yours faithfully,

**Sign and print your name here.**

**This is only a sample letter to give you guidance on what to write. You will need to substitute your own details at the appropriate places (shown in bold). Remember to keep a copy of your letter. Send it recorded delivery. Don't forget to sign it**