

Complaint Letter to Tour Company

This package contains:

1. Instructions & Checklist for Writing a Complaint Letter to a Tour Company
2. Complaint Letter to a Tour Company

Instructions & Checklist for Complaint Letter to Tour Company

- This package contains: (1) Instructions & Checklist for Complaint Letter to Tour Company; and (2) Complaint Letter to Tour Company

- This form is designed to assist you in drafting a letter to a company expressing your dissatisfaction and requesting a partial refund.

- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.

- Be sure to sign the letter and to make a copy before sending it out.

- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.

- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.

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[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

August 25, 2009

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Dear [Name of Recipient]:

I am writing to you regarding a very unsatisfactory experience I had as a member of your [Tour No.] which traveled to [Destination of tour] on [Dates of Tour].

[Here, write details about the faulty service you received and what action you are demanding, i.e. *We arrived at the hotel on the first night quite late in the evening. When the room keys were handed out by our guide, I went immediately to the room assigned to me and found that another woman on the tour was already in one of the beds; she had been assigned to the same room.*

I went back to the tour guide immediately and told him that I had paid the extra fee for a single occupancy room. He went and talked to the hotel staff, and returned to tell me it was too late to find a single room and get it ready for me. He apologized for the mix-up and asked me if I'd be willing to share the room for just the one night, and I was too tired to argue, so I agreed. To make a long story short, I never got my single room for any of the 5 nights of the tour.]

I enclose a copy of my paid reservation, and expect a full refund of the extra fee I paid for a single occupancy.

Cordially,

[Your Name]

Enclosure