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The Royal Eagle  
112 Lancaster Gardens SW5 OEN  
LONDON  
UNITED KINGDOM

December 2<sup>nd</sup>, 2022

Subject: Stay in The Royal Eagle 21/10/22 – 28/10/2022

The Royal Eagle Hotel  
Attn: The Management

Dear Sir or Madam,

In the week of 21/10/2022, I stayed at Hotel The Royal Eagle in a beautiful neighborhood in Kensington. I was there to visit the product fair on behalf of the company where I am on my internship. I got to stay in room 302 but wasn't very pleased with my stay. After consultation with my boss, we decided to write you an official letter of complaint concerning my stay at the hotel.

During my stay, I was not satisfied with my room. When I walked in the room was still very dirty, with dust everywhere and the old laundry still laying in the corner. There was no ventilation so the room would turn very warm and cramped in a short period. Even though it was promised that the room, would include air conditioning, this was nowhere to be found. The room was also very small, I had barely any space to store my clothing and the other things I brought with me. But that's not all, the breakfast was also very one-sided and there was very little to no variation. It was very little, so I usually had to get a 2nd breakfast on my way to the fair. When I finally returned and was ready to get some rest, there was no possibility of this at all. After 9 p.m., your employees had the habit of working on the new rooms late into the night. Causing a lot of ear-splitting noise. At last, there were little to no parking spots available, with over 100 rooms I only counted about 30 parking spots. It has often happened that I have had to leave my car in an unguarded area.

Personally, I and my colleagues expected much better from a 4-star hotel. The high price does not meet the expected quality and service. We would like to see half of the money paid returned

because of the dissatisfaction with the quality of the stay. We look forward to hearing from you soon and expect an answer within a week or other consequences will be taken.

Yours faithfully,

(name company internship)

(Signature)

Brigitte Heijkoop

Intern