

Questions 4–8 refer to the following advertisement and letter.

Suntours Holidays

Experience the welcoming culture of the Greek islands. Suntours Holidays offers you a once-in-a-lifetime opportunity to visit the unspoiled island of Kefalonia. Stay at the recently renovated Casa Stanoupolos Hotel, just five minutes from the beautiful blue waters of the Aegean. Each room has a balcony with a view of the beach, and a private bathroom. The hotel has two pools and a jacuzzi, as well as its own highly-rated restaurant, where you can enjoy some of the island's more traditional meals. You can also visit one of the local villages, where life continues much as it has for the past few hundred years.

Holidays include all flights and transfers, as well as a choice of one of two exciting tours: either a two-hour boat trip to nearby Turkey, or a chance to snorkel in the pristine waters of the local undersea national park. Call (415) 555 4873 for more information on this fascinating vacation opportunity.

132B, West Bayside
San Francisco, CA 94105

24 August

Dear Sir,

I am writing to complain about a recent trip I took with Suntours. I originally signed up for a two week trip to the island of Kefalonia, as advertised in *Newsmouth* magazine, and was looking forward to enjoying the holiday. Unfortunately, I felt that a number of things spoiled the holiday for me. Firstly, I was led to believe that all rooms in the hotel had a balcony with a view of the beach. However, my room not only did not have a balcony, but it faced away from the sea. Secondly, only one of the hotel's pools was open, the other was still under construction, and the promised jacuzzi was not there at all. The hotel's restaurant was excellent, but it was closed two nights a week, meaning that my family had to walk about 30 minutes into the nearest town to eat, as there was no evening bus service. Finally, we took the tour to Turkey, but could not leave the boat, as nobody told us we had to arrange visas in advance. Had we known, we could have chosen the other option.

I feel very disappointed about the trip, and would appreciate some compensation.

Yours truly,

Dave Clayman

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