

customerservice@suntrips.co.uk

Complaint regarding our stay at the Hotel Elvira

Dear Mr. Ogilvy

We are a newlywed couple who ordered a honeymoon trip to Spain with the Sun Trips UK.

We were promised a luxury hotel with a spacious room on the top floor and easy access to the beach, so when we arrived you can imagine our surprise when we found out that that was not what we got. When we finally arrived, hence the late departure of the aircraft, we found out that the location of the hotel and our room did not correspond to the information we received from your company.

As we did not get what we ordered, we would like an economic compensation or a reduced rate on a new booking if you see that to be possible. Our previous experiences from ordering holidays from your company has always been positive, so we take it that this matter can be dealt with speedily and look forward to a prompt reply from you.

Yours sincerely

Julian and Sarah Matthews