My Client:-

Anamika

A-778, ITI, Mau, Iti Mankapur,

Gonda, Uttar Pradesh, PIN- 271308

M- 7229826374

Email- amkp.177@gmail.com

To

Fala Holidays & Packages

N.R. Arcade, #735/707,

2nd Floor, CHS Housing Board,

4th Phase, Yelahanka New Town,

Bengaluru, PIN- 560064

Subject – Legal Notice

Dear Ma’am/Sir,

Under the instruction and on behalf of my client, Anamika, I, Advocate Ishani Chakraborty, hereby serve upon you, Fala Holidays & Packages, the following legal notice:

1. My client got a lucky draw coupons and took my client’s phone numbers. It was later informed that my client had won the lottery and you had some prizes and asked my client to come to your office to collect it. We were manipulated and tricked into buying into holiday package worth Rs. 2,59,000/- (Rupees Two Lakhs and Fifty Ninety Thousand Only) with Bill No. 127 and Membership No. FHK#1262. It was told to my client that there would be no interest EMI and promised to pay the interest amount. Later, whenever my client called you regarding the interest money or to avail any service as per the package, either you did not pick up the calls or made excuses. Later the amount was transferred after my client had complained to the police, when my client had received cheques which had bounced.
2. My client asserts that my client tried to book accommodation for 5-7 days in Goa on Christmas (more than a month before the date of the journey, as instructed). Even though you mentioned about only 4 Star and 5 Star accommodation, but you had booked a 3 Star accommodation and that too only for 3 days. For day outings, my client was asked to inform you 3 days in advance for booking. My client would inform you one or two weeks before but you did not book it. My client tried booking for gym membership (which is also part of the package). My client had given the details on 26.11.2023. Till 31.01.2024, you did not provide my client with any confirmation on the same.
3. It is pertinent to mention that my client has contacted you several times for the refund but there has been no response from your end.
4. Immediately, my client contacted you and escalated the issue, but there has been no proper response or resolution to date.
5. Despite my client intimating your concern through telephonic conversation, WhatsApp and email for the resolution, there has been no adequate response.
6. Due to your malafide act and conduct, my client suffered financial loss and noetic agony, hindering his life.
7. Your actions have caused my client considerable distress, amounting to unfair trade practices and proof of service deficiency.

Therefore, I call upon you to investigate this matter urgently and cancel the membership and refund the said amount of Rs. 2,59,000/- (Rupees Two Lakhs and Fifty Ninety Thousand Only) along with Rs. 3,539/- (Rupees Three Thousand Five Hundred and Thirty Nine Only) along with Rs. 3,00,000/- (Rupees Three Lakhs Only) for service deficiency and injuries suffered. Failure to comply will force my client to pursue legal remedies.

Furthermore, my client insists on a written apology for the inconvenience caused.

Kindly reply to the above mentioned address or to the client’s address, phone number or email id.

I await your reply and resolution within 7 (Seven) days of receiving this notice. Failure to do so will compel my client to initiate legal proceedings for redressal of grievances and recovery of the mentioned amount, such proceedings, both civil and criminal as are warranted by Law exclusively at your own risk, cost, responsibility, and consequences which please note. Kindly contact me at the above address or the provided phone number.

Thanking you

Yours faithfully



Ishani Chakraborty

Advocate