Ashwini Saxena

R/o 75/C, Type – 04

Rail Coach Factory Township, Hussainpur

Kapurthala, Punjab

[Date]

M/s Club Resorto Hospitality Limited

Flat No. 804A, 805, 806 & 807

Skylark Building, Nehru Place

Delhi South, Delhi – 110019

Subject: Complaint Regarding Deficiency in Service

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

Your directors allured me into buying an executive membership. I paid Rs. 70000 for the package on 06.02.2020, in which I was guaranteed 6 nights/7 days every year for the next 5 years in any associated hotel. I received a customer ID CRCH 1251.

I traveled to Goa on 14.09.2020. But you denied my request for accommodation on the grounds of COVID. Then, I went to Dubai on 06.11.2020, but my request for accommodation was denied again.

I had to pay out of my pockets for accommodation during both the trips despite paying such a high amount to you for the same thing already.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Ashwini Saxena