To,

DE Grandeur Hotels & Banquets,

Food Fusion Hospitality LLP,

Royal Plaza, Anand Nagar,

Ghodbunder Road, Thane West,

Thane - 400607

Sub: Notice regarding deficiency in service and unfair trade practice

Dear Madam/Sir,

This is to bring to your kind notice that I had booked your banquet hall Diamond HIV package for 350 guests at Rs. 775 per plate, amounting to Rs. 2,71,250 for my son's wedding reception scheduled on 23rd May 2020.

For the same, I paid an advance amount of Rs. 30,000 vide receipt no. 851 dated 04/02/2020 and Rs. 50,000 vide cash memo dated 08/02/2020, totaling to Rs. 80,000.

However, due to the COVID-19 pandemic and lockdown restrictions, the wedding reception had to be cancelled. I informed you about the cancellation via email dated 25th April 2020 and multiple phone calls, requesting refund of the advance payment of Rs. 80,000.

Despite my repeated requests and communications, you have failed and neglected to refund my advance payment. This amounts to deficiency in service and unfair trade practice.

I have suffered financial loss due to your retention of my hard earned money and mental agony due to your lack of response.

You are hereby called upon to refund the advance amount of Rs. 80,000 retained by you along with applicable interest within 15 days of receiving this notice.

Failing which, I will be constrained to initiate appropriate legal proceedings against you under the Consumer Protection Act, 2019 for redressal of my grievances. The costs and consequences of the same will be borne solely by you.

Thank you.

Yours faithfully,

(P.L. Mathew)

Date:

Place: Thane