**LEGAL NOTICE**

From,

Sanjay Prakash Gupta

S/o Late Sh. O.P. Gupta

R/o Flat No. 255, Pocket V,

Mayur Vihar Phase-1,

Delhi - 110091

To,

1. Make My Trip Pvt. Ltd. Tower A, S P Infocity 243, Udyog Vihar Phase-1, Gurgaon - 122016, Haryana
2. Jukaso Manu Maharani Corbett Village Dhikuli, Ram Nagar Nainital - 244715, Uttarakhand

Subject: Deficiency in service and unfair trade practices

Dear Sir/Madam,

I had booked a Luxury Room at Jukaso Manu Maharani Resort, Corbett through the website www.makemytrip.com operated by your company (Make My Trip Pvt. Ltd.) vide booking ID NH2102731146317 dated 09.09.2016 for 2 nights from 10.09.2016 to 12.09.2016 after making full payment of Rs. 9,781/-.

However, upon reaching the resort on 10.09.2016, I was shocked to find it completely locked and sealed pursuant to some orders of the National Green Tribunal. Despite having a confirmed booking voucher, neither Make My Trip nor the resort (Jukaso Manu Maharani) made any alternate arrangements for my stay.

Consequently, I was forced to check-in at another resort named "Namah" by paying Rs. 20,746/- which was Rs. 10,965/- more than the initially booked amount.

Your deficient and negligent service has caused immense harassment, mental trauma and financial loss to me and my family. It is a clear case of deficiency in service, unfair trade practice and grave injustice by both Make My Trip and Jukaso Manu Maharani Resort.

Through this legal notice, I call upon you to jointly and severally:

Refund the entire booking amount of Rs. 9,781/- along with interest @9% per annum from 09.09.2016 till realization;

Additionally pay compensation of Rs. 75,000/- for mental agony, harassment and costs; and

Confirm in writing within 15 days from receipt of this notice that you have complied with the above demands, failing which I shall be constrained to initiate appropriate legal proceedings against you both.

A copy of the booking voucher, cancellation confirmation and bills from the alternate resort are enclosed herewith as proof.

Yours faithfully,

Sanjay Prakash Gupta

(Complainant)