NOTICE BEFORE FILING THE COMPLAINT

Vista Travel Agency Private Limited

Represented by its Manager

32, 7th street, Simala Nagar, Cosmos-40

IN RE: Deficiency in service regarding US tour package and flight booking

Dear Sir/Madam,

This is to bring to your kind notice that I had booked a 15-day tour to the US through your agency on 04/02/2022, with departure from India on 01/03/2022 and return on 15/03/2022. I paid a total sum of Rs. 2,15,000 by way of NEFT (Transaction ID: XXXX XXXX) on 06/02/2022.

The said service is suffering from the following defects:

(i) Failure to properly reschedule return flight despite charging Rs. 80,000

(ii) Issues with transit visa leading to additional expenses of Rs. 50,000

(iii) Refusal to refund the rescheduling charges of Rs. 80,000

I have reported the above matter to you several times (including in-person on 15/02/2022, via 24x7 customer care, complaint portal, and chatbot) but despite all my pleadings you have not made good the defect in the services which is indeed regrettable. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same I have suffered losses/incurred expenses, including additional flight costs and inability to attend to personal commitments properly.

You are hereby finally called upon to:

(i) Refund the sum of Rs. 80,000/- paid towards re-booking of flight tickets

(ii) Pay Rs. 50,000/- as compensation for the inconvenience caused

within 15 days of the receipt of this notice failing which I shall be constrained to initiate against you for redressal of my aforesaid grievances and recovery of the aforesaid amount such proceedings, both civil and criminal as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019 exclusively at your own risk, cost, responsibility and consequences which please note.

Place: Cosmos

Dated: 16/02/2022

[Your Signature]

Mr. Bruno (PAN Card No. xxxxx xxxxx)

24/718, 4th street, Simala Nagar,

Cosmos-21