To, Date:

The Managing Director

M/s Trail Blazer Tours (India) Pvt. Ltd.

201 & 204, 2nd Floor,

Gera’s Imperium II Patto Plaza,

Panaji, Goa – 403001

Sub: Legal Notice regarding deficiency in service and unfair trade practices in relation to the Honeymoon Tour Package to Kenya and Tanzania.

I am Mr. Cedric Souza Cordeiro. Me and Mrs. Ranjana Ferrao Corderio of Flat No. S-3, Building No. 6, Kamat Complex, Caranzalem, Goa, had booked the ‘Magical Kenya and Tanzania’ honeymoon tour package from your company vide booking no. 8787 dated 10/09/2018 for USD 4113 per person totaling Rs. 5,98,600/- (Rupees Five Lakhs Ninety-Eight Thousand Six Hundred Only) for visiting Nairobi, Mount Kenya, Lake Nakuru, Masai Mara in Kenya and Arusha, Lake Manyara, Serengeti, Ngorongoro in Tanzania.

However, several grave deficiencies were noticed in the tour planning and services provided by your company through your local associates/agents in Kenya and Tanzania leading to great mental harassment and trauma for us when we were on our honeymoon:

Negligence in flight ticket booking led to the extra expense of Rs. 1,04,280/- to rebook flight tickets.

Sudden arbitrary change in tour itinerary after commencement of tour without our consent.

The hotel accommodation provided was not as per the agreed itinerary and was of poor standards.

A Safari vehicle broke down midway during a jungle safari jeopardizing our lives.

We were dropped at the airport 7 hours in advance before flight departure time.

Poor quality of food served at accommodation camps.

Your conduct amounts to a deficiency in service and failure to maintain a standard of quality service. Thus, you are guilty of indulging in unfair trade practices and causing mental harassment and agony.

You are hereby called upon to pay a sum of Rs. 5,00,000/- (Rupees Five Lakhs Only) as compensation to me for the harassment, trauma, and suffering faced by them along with Rs. 25,000/- (Rupees Twenty-Five Thousand Only) towards costs of this legal notice, within 15 days of receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you in the competent Consumer Dispute Redressal Forum to claim compensation, costs and other reliefs as available under the Consumer Protection Act, 2019 without any further notice to you.

Yours faithfully,