NOTICE BEFORE FILING THE COMPLAINT

The Authorized Signatory,

Thomas Cook (India) Ltd.

Thomas Cook Building,

Dr. D. N. Road, Fort, Mumbai – 400001

IN RE: Deficiency in service and unfair trade practices regarding UK tour package

Dear Sir/Madam,

This is to bring to your kind notice that we had booked a 7-night 8-day tour package 'UK Delights Booking' offered by your company in March 2022 for traveling to the United Kingdom, with a departure date of 28th May 2022. We made multiple payments totaling Rs. 2,85,199/- towards this booking.

The said service is suffering from the following defects:

(i) Failure to procure UK visa as assured

(ii) Abrupt cancellation of tour one day before scheduled departure

(iii) Demand for additional payment for rescheduling

(iv) Application of exorbitant cancellation charges

We have reported the above matter to you several times (including regular follow-ups before the scheduled departure) but despite all our 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 we have suffered losses/incurred expenses, including immense mental agony, harassment, and financial loss.

You are hereby finally called upon to:

(i) Refund the entire amount of Rs. 2,85,199/- paid towards the booking

(ii) Pay compensation of Rs. 2,00,000/- for mental harassment and suffering

(iii) Pay Rs. 10,000/- towards the costs of sending this legal notice

(iv) Pay interest @ 18% p.a. on the amount paid from the respective dates of payment till the date of actual refund

within 15 days of the receipt of this notice failing which we shall be constrained to initiate against you for redressal of our 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: Mapusa, Goa

Dated: [Current Date]

[Your Signatures]

Mr. Ameya Damodar Bhobe

Mrs. Apoorva Ameya Bhobe

H.No. 198, Gaunswado, Mapusa, Goa