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June 7, 2024

Aiko Tsikamuraka

Customer service

Tours by locals

391-1088, Daishoji Sugo, Kaga-shi,

Ishikawa

+8116-362-0381

Subject: Complaint Regarding Tokyo Layover Tour on June 1, 2024

Dear Tours by Locals Customer Service:

I am writing to express my disappointment with the Tokyo Layover Tour I experienced on Saturday, June 1, 2024. Although I had dreamed of and hoped for a magnificent and pleasant exploration of Tokyo, specifically Narita, during my layover, several issues significantly affected my experience.

As a positive note, I found the visit to the shopping district for electronics stores and subculture in Akihabara to be the highlight of my tour. However, the overall experience was marred by several problems. First, the guide named Chie Y arrived 45 minutes late at Narita Airport, which considerably delayed our itinerary. Secondly, the train was significantly delayed, which deteriorated the overall experience. Additionally, although meals were included in the booking, I had to purchase my meals at my own expense during the tour.

Given these issues, I am requesting a partial refund for the tour. I hope this feedback will help improve the quality of future tours. I look forward to your prompt response and resolution.

Please contact me by phone at +1 514 986-7432

Sincerely,

Martel Ngueko Wolache

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