

## Initial Claim Submission — CASE-005

Booking reference	PMF-273941
Destination	Kos, Türkiye
Travel dates	2025-05-22 to 2025-05-31
Total cost	£1820.00
Party size	2
Issue(s)	Missed flight due to poor communication
Offer made	No (Amount: £0.00)
Payment received	No (Amount: £0.00)

**Attempted resolution:**

Yes – called the emergency number on the itinerary, which rang out for extended periods; emailed the agent's customer care inbox and received an auto-reply only; asked the airline desk to contact the agent, who confirmed they had sent no direct message to us.

**Desired outcome:**

reimbursement of rebooking costs and compensation for loss of enjoyment due to a reduced holiday

I am writing to lodge an initial complaint regarding our recent package holiday to Kos, Türkiye, booked under reference PMF-273941. Our party comprised 2 travellers, and we stayed at a family hotel. The total holiday cost was £1,820.00. Our travel dates were 2025-05-22 to 2025-05-31. Prior to booking we carefully reviewed the brochure and online descriptions, and selected this property for its family-friendly facilities, quiet environment and value for money. Unfortunately, the experience fell materially below what was represented and below reasonable expectations for the price paid.

The main issue was that non-communication by the travel agent about a schedule change led to missed flights. Specifically, the departure time was brought forward by 90 minutes but no notification was received; online check-in

closed while we were en route and the airline advised rebooking at our own cost; and we incurred additional transport and meal expenses while arranging alternatives. These problems were apparent early in the stay and undermined our ability to enjoy the holiday.

We made reasonable attempts to resolve matters in-resort: called the emergency number on the itinerary, which rang out for extended periods; emailed the agent's customer care inbox and received an auto-reply only; and asked the airline desk to contact the agent, who confirmed they had sent no direct message to us. Despite these steps, no effective remedy was provided during the stay. We continued raising the matter as it affected each day.

As a consequence of the issues, our enjoyment was significantly impacted. We incurred additional costs of approximately £131 on items such as alternative meals, transport and small purchases to mitigate the inconvenience. The issues described were within the control of the travel agent and were not unavoidable or extraordinary.

In light of the above, our desired outcome is reimbursement of rebooking costs and compensation for loss of enjoyment due to a reduced holiday. We are providing a summary of events, copies of contemporaneous notes, and receipts. We ask that you review our complaint promptly and respond within a reasonable timeframe. For completeness, we kept a contemporaneous diary of events, including dates, times and the names of staff spoken to. We also captured photographs and short video clips illustrating the problem and the impact on our party. We have reviewed the package terms and believe these issues represent a failure to provide services with reasonable care and skill. We selected this property with minor children and an elderly parent in mind, placing particular emphasis on rest and accessible facilities. Where appropriate we sought constructive solutions, such as room moves or access to advertised alternatives, rather than insisting on compensation first. We appreciate that busy periods can be challenging for staff, but the issues were persistent and systemic rather than isolated incidents. The holiday was a significant expense for our household and we budgeted for it on the basis of representations made at the time of sale. We request that any decision considers the cumulative impact over the duration of the stay, not merely isolated instances. We have attempted to summarise the

situation objectively and trust this will assist in a fair review of our complaint. We are open to mediation and a proportionate settlement that reflects the overall shortfall against what was contracted and expected. For completeness, we kept a contemporaneous diary of events, including dates, times and the names of staff spoken to. We also captured photographs and short video clips illustrating the problem and the impact on our party. We have reviewed the package terms and believe these issues represent a failure to provide services with reasonable care and skill. We selected this property with minor children and an elderly parent in mind, placing particular emphasis on rest and accessible facilities. Where appropriate we sought constructive solutions, such as room moves or access to advertised alternatives, rather than insisting on compensation first. We appreciate that busy periods can be challenging for staff, but the issues were persistent and systemic rather than isolated incidents. The holiday was a significant expense for our household and we budgeted for it on the basis of representations made at the time of sale. We request that any decision considers the cumulative impact over the duration of the stay, not merely isolated instances. We have attempted to summarise the situation objectively and trust this will assist in a fair review of our complaint. We are open to mediation and a proportionate settlement that reflects the overall shortfall against what was contracted and expected. For completeness, we kept a contemporaneous diary of events, including dates, times and the names of staff spoken to. We also captured photographs and short video clips illustrating the problem and the impact on our party. We have reviewed the package terms and believe these issues represent a failure to provide services with reasonable care and skill. We selected this property with minor children and an elderly parent in mind, placing particular emphasis on rest and accessible facilities. Where appropriate we sought constructive solutions, such as room moves or access to advertised alternatives, rather than insisting on compensation first. We appreciate that busy periods can be challenging for staff, but the issues were persistent and systemic rather than isolated incidents. The holiday was a significant expense for our household and we budgeted for it on the basis of representations made at the time of sale.

Yours faithfully, Casey Lewis