

Initial Claim Submission — CASE-022

Booking reference	XTO-806779
Destination	Madeira, Portugal
Travel dates	2025-06-22 to 2025-06-30
Total cost	£3453.00
Party size	6
Issue(s)	Hygiene standards
Offer made	Yes (Amount: £612.64)
Payment received	No (Amount: £0.00)

Attempted resolution:

Yes – reported the cleanliness issues to the reception desk the first evening and to the resort representative the following morning; shared photographs and short video clips via the agent's WhatsApp support channel; asked for a deep clean or an alternative room on a higher floor.

Desired outcome:

a partial refund for the accommodation element and compensation for distress and inconvenience

I am writing to lodge an initial complaint regarding our recent package holiday to Madeira, Portugal, booked under reference XTO-806779. Our party comprised 6 travellers, and we stayed at a family hotel. The total holiday cost was £3,453.00. Our travel dates were 2025-06-22 to 2025-06-30. 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 not satisfied that the accommodation met basic hygiene standards. Specifically, on arrival the room smelled damp, with visible mould on the bathroom ceiling and grime around the shower seal; cockroaches were seen on two evenings in the corridor outside our room; bedding was stained and had to be changed twice before it was acceptable; and public areas, including lifts and the buffet restaurant, were not being cleaned regularly during peak hours. 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: reported the cleanliness issues to the reception desk the first evening and to the resort representative the following morning; shared photographs and short video clips via the agent's WhatsApp support channel; and asked for a deep clean or an alternative room on a higher floor. 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 £182 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 a partial refund for the accommodation element and compensation for distress and inconvenience. 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.

Yours faithfully, Avery Davies