

Initial Claim Submission — CASE-003

Booking reference	HUS-255872
Destination	Gran Canaria, Portugal
Travel dates	2025-04-10 to 2025-04-16
Total cost	£5498.00
Party size	5
Issue(s)	Undisclosed restrictions
Offer made	Yes (Amount: £651.02)
Payment received	No (Amount: £0.00)

Attempted resolution:

Yes – queried the restrictions with guest services and escalated to the duty manager; pointed to screenshots of the hotel's web page and brochure describing 'access to three pools'; asked for either access as sold or a refund of part of the package price.

Desired outcome:

a price reduction reflecting the loss of facilities and a formal correction to marketing materials

I am writing to lodge an initial complaint regarding our recent package holiday to Gran Canaria, Portugal, booked under reference HUS-255872. Our party comprised 5 travellers, and we stayed at a hotel. The total holiday cost was £5,498.00. Our travel dates were 2025-04-10 to 2025-04-16. 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 undisclosed rules limited access to advertised facilities. Specifically, only one of three pools was available to our booking tier due to a newly introduced wristband policy; the indoor spa and gym required a paid upgrade not mentioned pre-booking; and sunbeds in the 'quiet pool' area were off-limits to standard guests despite brochure images implying open access. 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: queried the restrictions with guest services and escalated to the duty manager; pointed to screenshots of the hotel's web page and brochure describing 'access to three pools'; and asked for either access as sold or a refund of part of the package price. 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 £235 on items such as alternative meals, transport and small purchases to mitigate the inconvenience. The issues described were within the control of the airline and were not unavoidable or extraordinary.

In light of the above, our desired outcome is a price reduction reflecting the loss of facilities and a formal correction to marketing materials. 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.

Yours faithfully, Avery Brown