

## Initial Claim Submission — CASE-004

Booking reference	SPP-489460
Destination	Paphos, Türkiye
Travel dates	2025-06-29 to 2025-07-08
Total cost	£7143.00
Party size	6
Issue(s)	Poor food value
Offer made	No (Amount: £0.00)
Payment received	No (Amount: £0.00)

### Attempted resolution:

Yes – raised concerns with the F&B; manager and used the feedback forms provided; kept receipts for meals taken offsite when the on-site options were inadequate; emailed the agent mid-stay seeking guidance and recorded no response for 48 hours.

### Desired outcome:

a partial refund of the board supplement and a goodwill payment for the shortfall in service

I am writing to lodge an initial complaint regarding our recent package holiday to Paphos, Türkiye, booked under reference SPP-489460. Our party comprised 6 travellers, and we stayed at a family hotel. The total holiday cost was £7,143.00. Our travel dates were 2025-06-29 to 2025-07-08. 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 food was overpriced relative to its quality and to the description in the brochure. Specifically, buffet items were repetitious, lukewarm and sometimes undercooked; fresh fruit selection frequently ran out and was not replenished; and a la carte venues carried surcharges not made clear before travel. 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: raised concerns with the F&B; manager and used the feedback forms provided; kept receipts for meals taken offsite when the on-site options were inadequate; and emailed the agent mid-stay seeking guidance and recorded no response for 48 hours. 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 £211 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 partial refund of the board supplement and a goodwill payment for the shortfall in service. 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.

Yours faithfully, Casey Lewis