

Subject: Discrepancy in Vacation Package Regarding Excursion Availability

Date: [Insert Date]

Dear [Travel Agency Name/Representative],

I hope this message finds you well. I am writing to bring to your attention a discrepancy regarding my recent vacation package booked through your agency (Booking Reference: [Insert Booking Reference]).

Upon reviewing the itinerary provided, I noticed that the excursion to [Excursion Name] is listed as part of the package; however, upon further inquiry, I have been informed that this excursion is not available during my travel dates of [Travel Dates].

This is quite concerning as the excursion was one of the main reasons for choosing this package. I would appreciate it if you could clarify the situation and provide alternative options or a resolution at your earliest convenience.

Thank you for your prompt attention to this matter. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Contact Information]