

# Letter of Discrepancy Regarding Vacation Package

Date: [Insert Date]

To: [Customer Service Department Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to address a discrepancy I encountered regarding my recent vacation package booking ([Booking Reference Number]). Despite my initial understanding, there seem to be inconsistencies between the package details I was promised and the services I received.

On [Date of Booking], I booked a vacation package that included [specific details of the package, e.g., accommodations, meals, tours]. However, upon arrival, I was surprised to find that [describe the issues encountered, e.g., the hotel was not as described, certain amenities were missing, etc.]. This has caused significant inconvenience during my trip.

I reached out to customer service on [Date of Contact] and unfortunately did not receive a satisfactory response regarding this matter, which has further added to my frustration. I would appreciate a prompt resolution to this issue, as well as clarification on the discrepancies between what was advertised and what was delivered.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]