

Subject: Discrepancy in Vacation Package Amenities

Dear [Travel Agency/Hotel Name],

I hope this message finds you well. I am writing to express my concerns regarding my recent vacation package booked through your agency for the dates of [insert dates]. My reservation number is [insert reservation number].

Upon arrival at [insert location or hotel name], I was disappointed to discover that certain promised amenities were not available. Specifically, I had been assured of the following:

- [List promised amenity 1]
- [List promised amenity 2]
- [List promised amenity 3]

Unfortunately, these amenities were either missing or not provided as stated in the package details. This discrepancy significantly affected my experience and overall satisfaction with my stay.

I kindly request a review of this situation and appropriate compensation for the inconvenience caused. I look forward to your prompt response to resolve this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]
[Your Contact Information]