

Complaint Regarding Travel Package

Date: [Insert Date]

To:

[Travel Agency Name]

[Travel Agency Address]

[City, State, Zip Code]

Dear [Travel Agency Customer Service],

I hope this message finds you well. I am writing to formally express my dissatisfaction regarding the travel package I purchased for [destination] from your agency, confirmation number [insert confirmation number], dated [insert purchase date].

Upon reviewing the package details, I was assured that guided tours were included as a significant component of the itinerary. However, upon my arrival and during the course of the trip, I found that no guided tours had been provided, which significantly impacted my overall experience.

As a valued customer, I expected a higher standard of service, specifically in terms of fulfilling the itinerary as advertised. This omission not only resulted in missed sightseeing opportunities but also led to considerable disappointment throughout the trip.

I kindly request a prompt response regarding this matter, including an explanation of why the guided tours were not provided and what steps will be taken to rectify this situation. Additionally, I would appreciate information regarding any possible compensation for this oversight.

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

Sincerely,

[Your Full Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]