

Complaint Letter Regarding Misleading Itinerary

Date: [Insert Date]

To: [Travel Agency Name]

Attn: Customer Service

Address: [Travel Agency Address]

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding the travel package I recently purchased from your agency (Booking Reference: [Insert Reference Number]). Unfortunately, the itinerary provided was misleading and did not reflect the actual services included.

Upon reviewing the itinerary, I noticed several discrepancies, including:

- Activities that were promised but not conducted
- Hotels that were advertised but were not provided at arrival
- Transfer services that were not arranged as per the confirmed details

This situation has caused significant inconvenience during my trip, and I believe a refund or compensation for the discrepancies is warranted. I have attached supporting documents, including the original itinerary and receipts.

I kindly request a prompt response to this matter, as I hope we can resolve this amicably. Thank you for your attention to this issue.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]