

Your Name
Your Address
City, State, ZIP Code
Email Address
Phone Number
Date

Customer Service Department
[Cruise Line Name]
[Cruise Line Address]
City, State, ZIP Code

Dear Customer Service Team,

I am writing to formally address a billing discrepancy related to my recent cruise experience with [Cruise Line Name], which took place from [start date] to [end date]. My reservation number is [reservation number].

Upon reviewing my final statement, I noticed several charges that do not correspond with the services provided during my cruise. Specifically, the charges for [list specific discrepancies, e.g., "excursions, onboard purchases, etc."]. These discrepancies total an amount of [specific amount], which I believe is incorrect.

I kindly request a detailed breakdown of these charges and an explanation for the discrepancies noted. I have attached copies of my receipts and any relevant documentation for your reference.

Thank you for your attention to this matter. I look forward to your prompt response and resolution of these issues.

Sincerely,
[Your Name]