

Formal Complaint Regarding Itinerary Changes

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

Customer Service
Cruise Line Name
Cruise Line Address
City, State, Zip Code

Dear Customer Service,

I am writing to formally express my dissatisfaction with the recent changes made to the itinerary of my cruise booked with your company, reservation number [insert reservation number].

Initially, my party and I were excited about visiting [original destinations] as part of our cruise experience. However, we were informed of changes to the itinerary that replaced these destinations with [new destinations]. This change has not only affected our plans but has also diminished the value of our experience.

I believe that as loyal customers, we deserve to be informed in advance about such significant changes and provided with reasonable alternatives or compensations. I kindly request a thorough explanation of the reasons behind this alteration and any steps your company is taking to address our concerns.

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

Sincerely,
Your Name