

# Formal Complaint Regarding Onboard Activity Cancellations

[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 express my dissatisfaction regarding the recent cancellations of scheduled onboard activities during my cruise aboard [Cruise Ship Name], which took place from [Start Date] to [End Date].

Throughout the voyage, I was looking forward to participating in various activities, including [list specific activities], which were promoted as part of the cruise experience. Unfortunately, the cancellation of these activities, without adequate notice or reasonable alternatives provided, significantly impacted my enjoyment of the trip.

While I understand that unforeseen circumstances can occur, I believe the handling of this situation was inadequate. I would appreciate a detailed explanation regarding the reason for these cancellations and any compensation options you may offer to affected guests.

Thank you for your attention to this matter. I look forward to your prompt response and a resolution to my concerns.

Sincerely,

[Your Name]