

ANNEXE B - LETTRE DE RÉCLAMATION

Mrs Mary JONES
4, Bedford Drive
4HG YT3 LONDON

Dear Madam, dear Sir

I am writing to you about my stay in your hotel last week-end. My friend and I came on a Smartbox prepaid stay and there are a few matters which I would like you to consider.

Firstly, in your advertisement you stated that the staff would be welcoming, but we waited about 20 minutes before checking in and the receptionist was all but smiling and hardly welcomed us. We also had to get to our room on our own. It was a double bedded room, though we had asked for a twin bedded room, and after asking reception, no other room was available.

Secondly, the sheets were dirty and our room was not cleaned at all during our stay. The towels were never changed.

Thirdly, it was not a buffet breakfast as stated in the advertisement, but merely a continental breakfast, otherwise, the waiter told us, we had to pay an extra charge.

Therefore, in view of all these problems I would appreciate a complete refund. I look forward to hearing from you as soon as possible.

Yours faithfully

Mrs Mary Jones