Sunshine Holidays Ltd

119 Sidney Street

London NW2 5CA

Mr Poul Nielsen April 24th 2003

233 Sigurdsgade

Kebenhaven

Dear Mr Nielsen,

## Subject: complaint about Mocosa Easter Break holiday

We were very sorry to hear that the holiday on the island of Mocosa, organised by Sunshine Holidays, did not match your expectations.

Obviously the fact that the flight from Luton was delayed by four hours was regrettable, but certainly not due to any disorganisation on behalf of Sunshine Holidays. Flight delays are often, sadly, a frustrating part of flying , and tend to happen with increasing frequency at peak times like the Easter vacation.

The delay is probably the reason why you did not find a Sunshine representative at the airport to meet you. He had probably accompanied other tourists who had arrived at the airport. However, although this is an explanation, it is not an excuse, because you absolutely should have been met, and alternative arrangements should have been made. Sunshine Holidays deeply regrets the inconvenience you suffered through not being met at the airport and accompanied to your hotel. We will certainly look into the matter to make sure that it does not happen again, and of course will reimburse you for the cost of taking a taxi.

I do not feel that we misrepresent the position of the hotel as the pictures of the ‘Beach Hotel’ in our brochure show that it is on the cliffs and not on the beach, and there certainly was a bus service provided which you could have used if you did not want to walk. Many of our customers enjoy a 10 minute walk to the beach and back to get some exercise, and certainly enjoy the cliff views offered by the hotel. It is regrettable that the beach had litter on it. This is something that the local authorities should attend to, and we will notify them of your complaint. The fact that the beach was crowded is a result of taking your holiday at Easter time. I suggest if you do not want to find other holiday -makers you should take your holidays off-season.

Finally, as regards the facilities at the hotel, please rest assured that we will ask the hotel for explanations. The swimming pool should have been available. While the courier does not have control over the quality of the food, he should have passed on your complaints to the hotel management. The food is supposed to be typical of that region. It does not have great variety, but should be good quality. When our staff went to check out the island before recommending it to customers, they found the food adequate.

Your satisfaction is our priority and we do appreciate your custom, so once again, please accept our apologies for the inconvenience that you suffered. Enclosed you will find reimbursement for the cost of the taxi, and also a discount voucher for your next holiday with our company. Thank you so much for bringing these things to our attention so that we can continually improve our service. We hope to see you and your wife again shortly – if possible on an off-season vacation.

Yours sincerely,

Bobby Fisher

Customer Relations Officer.