

Heartfelt Travel Complaint Template

Subject: Compensation Request for Travel Service Failures - Booking #[Confirmation Number]

Dear Customer Relations Team,

I'm writing with a heavy heart about my recent travel experience with your company, which unfortunately fell far short of expectations and significantly impacted what was supposed to be a special family vacation.

My family and I traveled from [Date] to [Date] under booking confirmation #[Number]. What should have been a memorable celebration turned into a series of disappointments due to service failures on your part.

The issues we encountered included:

- Flight delays totaling [hours] without adequate communication
- Lost luggage that wasn't returned until [timeframe]
- Hotel accommodations that didn't match our booking
- Missed connections due to your scheduling errors

These problems caused us to miss [specific events/activities] that we had planned and paid for separately. More importantly, it created stress and disappointment during precious family time that can't be replaced.

While I understand that travel can have unexpected challenges, the lack of proactive communication and assistance from your staff made everything worse. We felt abandoned during what should have been your opportunity to make things right.

I'm not just seeking monetary compensation, though that would help offset our additional expenses of \$[Amount]. I'm hoping you'll take steps to ensure other families don't experience what we went through.

I would appreciate your thoughtful response and a fair resolution to this matter.

Sincerely,

[Your Name]

[Booking Details]

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