

Delayed Flight with Missed Connections - Formal Complaint

Subject: Formal Complaint Regarding Flight Delay and Missed Connection - Booking Reference [Number]

Dear [Travel Agency Name] Customer Service Team,

I am writing to formally complain about the significant disruption to my holiday caused by a delayed flight that resulted in missed connections and substantial inconvenience.

On [date], I was scheduled to depart from [origin] to [destination] on flight [number] at [time], booked through your agency under reference [booking number]. The flight was delayed by [X hours], causing me to miss my connecting flight to [final destination]. This delay resulted in an additional [X hours] wait at [airport name], during which I received no assistance or communication from airline representatives.

Due to this disruption, I lost the first [number] days of my holiday accommodation, which was non-refundable. Additionally, I incurred unexpected costs including meals, phone calls, and alternative transportation totaling approximately [amount]. The stress and exhaustion from this experience significantly impacted the quality of my entire vacation.

As the booking was made through your agency, I hold you partly responsible for ensuring appropriate arrangements and compensation. I am seeking full reimbursement for the lost accommodation costs, out-of-pocket expenses, and compensation for the distress caused.

I have attached all relevant documentation including booking confirmations, receipts, flight delay certificates, and photographic evidence. I expect a comprehensive response within 14 days outlining how you intend to resolve this matter.

I look forward to your prompt response and an amicable resolution.

Yours sincerely,

[Your Name]

[Contact Information]

[Booking Reference]

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