

Poor Hotel Accommodations - Direct and Firm

Subject: Unacceptable Hotel Standards - Immediate Action Required

Dear [Agency Name],

I am extremely dissatisfied with the hotel accommodation you arranged for my holiday at [hotel name] from [dates]. The conditions were completely unacceptable and nothing like what was advertised in your brochure or website.

Upon arrival, I discovered the room was dirty, with stained bedding and an unpleasant odor. The bathroom had mold, broken fixtures, and inadequate hot water. The noise from the street made sleep impossible, and the air conditioning did not function despite temperatures exceeding 35 degrees.

When I complained to hotel management, I was told no alternative rooms were available and that I should contact you directly. I attempted to call your emergency line multiple times but received no response for over 48 hours.

This holiday cost me [amount], and I expected basic hygiene and comfort standards. Instead, my family and I endured four nights of misery before I relocated to another hotel at my own expense ([amount]).

I demand a full refund for the original hotel booking and reimbursement for the alternative accommodation costs. This situation is unacceptable, and I expect immediate action.

I await your response within 7 days.

Regards,

[Your Name]

[Booking Reference]

[Contact Details]

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