

Cancelled Tour or Excursion - Professional Request

Subject: Complaint Regarding Cancelled Excursions - Booking [Reference Number]

Dear Customer Relations Team,

I am writing to express my disappointment regarding multiple cancelled excursions during my recent holiday booked through your agency.

My package included several tours and activities that were highlighted as key features of the itinerary. Specifically, the [name of tour], [name of activity], and [name of excursion] scheduled for [dates] were all cancelled without prior notice or adequate explanation.

These experiences were primary reasons for choosing this particular package, and their cancellation significantly diminished the value and enjoyment of my holiday. While I understand that occasional cancellations may be unavoidable due to weather or safety concerns, no such circumstances were present, and no suitable alternatives were offered.

I believe I am entitled to a partial refund reflecting the value of the cancelled services, which I calculate to be approximately [amount] based on the itemized booking breakdown. Alternatively, I would accept equivalent credit toward a future booking.

I have been a loyal customer of your agency for [number] years and have always been satisfied with your services until now. I trust you will handle this matter professionally and restore my confidence in your company.

Please confirm receipt of this letter and provide a resolution timeline.

Yours faithfully,

[Your Name]

[Address]

[Email]

[Phone]

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