

Misleading Holiday Description - Assertive Tone

Subject: False Advertising Complaint - Holiday Package [Reference]

To Whom It May Concern,

I am writing to complain about the false and misleading description of the holiday package I booked through your agency, reference number [booking ref].

Your website and brochure described the resort as "beachfront luxury accommodation" with "panoramic sea views" and "direct beach access." The reality was starkly different. The hotel was located 2 kilometers from the beach, requiring a bus journey. The room had no sea view whatsoever, overlooking instead a construction site. The "luxury" amenities were basic at best, with worn furniture and outdated facilities.

Furthermore, the advertised "complimentary spa access" was limited to a small, poorly maintained facility available only two hours per day. The "gourmet dining" consisted of a limited buffet with repetitive, mediocre options.

This constitutes misrepresentation under consumer protection laws, and I am considering formal action through [relevant consumer authority] if we cannot reach a satisfactory resolution.

I am requesting a 50% refund of the total package cost ([amount]) to reflect the substantial difference between what was promised and what was delivered. I have documented evidence including screenshots of your advertisements, photographs of the actual accommodation, and witness statements from fellow travelers.

I expect your response within 10 days with a concrete proposal for resolution.

[Your Name]

[Date]

[Contact Information]

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