

Food Poisoning or Health Issue - Serious and Concerned

Subject: Urgent Complaint - Health Issue During Holiday

Dear [Travel Agency Name],

I am writing to report a serious health issue that occurred during my holiday booked through your agency, which caused significant distress and medical expenses.

During my stay at [hotel/resort name] from [dates], I and several members of my family suffered severe food poisoning. Symptoms began on [date] after dining at the hotel restaurant and included vomiting, diarrhea, and high fever. We required immediate medical attention, and I was hospitalized for two days.

The local doctor confirmed food poisoning and noted that other hotel guests had reported similar symptoms, suggesting a broader hygiene problem at the establishment. This ruined our holiday entirely, confining us to our room and medical facilities for five of our seven-day vacation.

I have incurred substantial medical costs including hospital fees ([amount]), medication ([amount]), and doctor consultations ([amount]). Additionally, we were unable to participate in any of the pre-paid excursions and activities, representing a further loss of [amount].

As you arranged this accommodation and promoted it as a quality establishment, I hold you accountable for proper vetting of hotel standards. I am seeking full reimbursement of medical expenses, compensation for the ruined holiday, and assurance that appropriate action has been taken regarding this hotel.

I have attached medical reports, hospital invoices, prescriptions, and photographs documenting the conditions. I expect urgent attention to this serious matter and a response within 5 business days.

Sincerely,

[Your Name]

[Emergency Contact Details]

[Booking Reference]

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