

Overbooked Resort with Relocation - Firm but Polite

Subject: Complaint Regarding Resort Overbooking and Forced Relocation

Dear Customer Service Manager,

I wish to lodge a formal complaint about the unacceptable situation that arose due to overbooking at [resort name], where you had confirmed my reservation.

Upon arrival on [date], after [X hours] of travel, I was informed that the resort was overbooked and no room was available. This was despite having a confirmed booking made six months in advance and having received final confirmation from your agency just one week prior to departure.

I was relocated to [alternative hotel name], which was significantly inferior in quality and location.

The replacement hotel was [distance] from the beach, had no pool facilities, and lacked the spa and dining options that were key reasons for choosing the original resort.

This disruption was particularly distressing as this was a special anniversary trip that I had planned meticulously. The inferior accommodation diminished what should have been a memorable celebration.

While I appreciate that relocation was arranged, the downgrade in quality was substantial and unacceptable. I am requesting compensation of [amount], representing the difference in value between what I paid for and what I received.

I trust you will handle this matter appropriately and implement better systems to prevent such overbooking issues in the future.

I await your response.

Yours sincerely,

[Your Name]

[Booking Details]

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