

Transfer Service Failure - Concise and Direct

Subject: Failed Airport Transfer Service - Complaint

Dear [Agency Name],

I am complaining about the complete failure of the airport transfer service included in my holiday package.

On [date], no driver appeared at [airport name] despite confirmed arrangements. I waited 90 minutes, made numerous calls to your emergency line with no answer, and ultimately had to arrange a taxi at my own expense ([amount]).

The return transfer was equally disastrous, with the driver arriving 45 minutes late, nearly causing me to miss my flight. The stress and additional costs were entirely preventable.

The transfer service was a paid component of my package ([amount]). I expect a full refund for this service plus reimbursement for the taxi fare I was forced to pay.

This is a straightforward matter requiring immediate resolution. Please confirm receipt and provide a refund timeline.

[Your Name]

[Booking Reference]

[Date]

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