

5E Wong Man Hin, Manfred

Letter of Complaint

Dear Sir/Madam,

Re: Complaint about the poor service of Wing On Tour (10 – 14 July 2022)

I am writing to complain about your travel agency's 5-day tour to France, from 10th to 14th July. My close friends highly praised your company, so we felt confident about joining your tour. However, the vacation was not the one I expected. I am highly dissatisfied with the hotel accommodation, attitude of the tour guide and the hidden surcharges.

My first complaint is about the poor hotel accommodation. Our tour members stayed at "Le Bristol Paris". The building has a large limestone façade and a glass and wrought-iron elevator that reflects 18th-century architecture in Europe. Staying at this remarkable and marvellous building was one of the reasons why I joined this tour. Nevertheless, what shocked me was the hotel inside. First, we spent an hour checking in at the reception. While the tour guide was helping us check in, we stood idle at the corner of the lobby. I doubted if your agency had confirmed the hotel reservation before. When I asked the reception staff, they replied that the previous guest had checked out late. Second, my room was in a horrible state. The housekeeper did not make the beds, and the minibar was empty, with no welcoming card or tea bags, not to mention an electric kettle. Also, the bathroom was dirty, and lacquer was peeling off the furniture. Seeing the appalling room conditions, I requested to change it, but the staff at the reception replied that the hotel was full and there was no vacant room. Staying there for five days made me so uncomfortable. Your agency should confirm the hotel reservation beforehand, and the hotel should check if the housekeepers have cleaned the rooms properly.

My second complaint is about the attitude of the tour guide. The tour guide Susan Chan was lazy and unprofessional. On the second day of our journey, she arrived late in the morning without apologising or telling us the reason for her lateness. To make matters worse, Ms Chan briefly introduced the scenic spots (actually, she just read a few sentences published on Wikipedia). In other words, she did not give details about the tourist spots unless we asked her. Shouldn't the tour guide take the initiative in telling us more about the backgrounds of those great scenic spots? Obviously, she had not done any preparation. Then on the third day, Ms Chan hurried us when we were visiting the Musee du Louvre. After getting on the coach, she scolded us for spending so much time taking selfies. Indeed, we only stayed in the museum for forty-five minutes and did not appreciate more than half of the exhibits. During that 5-day trip, Ms Chan constantly pressured us and we were often in a rush. I was exceptionally outraged and irate even when hearing her voice. I urge your agency to investigate the matter and take disciplinary action against her. Also, further vocational training should be provided for all your tour guides to prevent the same exasperating situation from happening again.

My last complaint is about the hidden surcharges. Before leaving Paris, we visited one of the most well-known destinations, the Eiffel Tower, and I was extremely exhilarated. When we reached there, our guide told us to buy the entrance ticket, which cost €25.50 (appropriately US\$30.90) to get to the observation deck. Otherwise, we could only walk around the park and take photos there. However, according to the tour brochure, the trips are all-inclusive, with no hidden costs. Thus, all of our tour members were puzzled. Yet in the end, we still decided to buy the tickets. Unfortunately, the queue was so long, and we wasted nearly 2 hours queuing for the tickets. As a result, only 30 minutes were left for us to tour the tower. We could only take a few selfies and did not have time to enjoy the best view of Paris.

Our annoyance far exceeded excitement. Your agency should have bought us the

entrance tickets via the official website, so we did not have to queue for the tickets. I was frustrated and angered by this. I hope your agency can follow the terms in the brochure, and there will be no hidden surcharges in future tours.

Your company is a reputable travel agency and you pride yourself on providing excellent service to tour members. What I experienced was far from the claims made in the brochure. I hereby demand a refund of half the price of the trip and a letter of apology from your company. I sincerely hope your company will take this case seriously and investigate the matter as soon as possible. Not only does this bring shame to your company, but it also blemishes your reputation. I would welcome to discuss these matters further and learn how you propose to prevent similar incidents from happening again.

Thank you for your attention to this matter, and I look forward to receiving your prompt reply.

Yours faithfully,

Chris

Chris Wong