

To: enquiries@blueskiesholiday.co.uk

Subject: Letter of Complaint for visit on 5th May 2020.

18th June 2020

Dear Sir,

I am writing to complain about the appalling standard of service my family and I received during my recent stay at the Halton Hotel in Edinburgh during the week commencing 5th May 2020, which you booked for me.

On our arrival, there was nobody to greet us and when, after a 15 minute wait, we were finally booked in, the girl was sullen and unhelpful and made no apology for her lengthy absence from the reception desk.

Our experience went from bad to worse when we were directed to our 'family' room, only to find that, not only was the child's bed in a dangerous position next to a scorching radiator, but that the cot we had been promised for our 18 month son was not available. To add insult to injury, we were merely told to, "Stick him in your bed with you"! Needless to say, we checked out of the hotel and found ourselves alternative accommodation – after a long search.

Is this really the standard of service we should expect to receive from a '4 star' hotel?

As recompense for our dreadful experience, I would be grateful if you would refund us the cost of our stay in Edinburgh. Should you not comply with this request, I shall be seeking legal advice.

Yours faithfully,

Mrs. Marian Jarvis