

*Letter of Complaint*

*Dear Editor,*

*I write to complaint about the unreasonable services of the packaged tour I joined last week, in particular the hotel, the restaurants and the tourists. My annual trip with my family was shattered. It is disappointing of the travel agency to expect tour members to experience such deplorable services.*

*It is no exaggeration that the hotel is very old and the rooms are always extremely filthy. The washroom was dangerous because there was always water seepage. The water temperature kept changing while I was taking a shower and I caught a cold in the end. In additon, when I asked the attendant for help, he looked very impatient. The service there was extremely imperfect. For example there was no charging cable and not enough toothpaste in the room. When I intended to boil some water in the kettle, I saw dirt inside! I had no choice but to spend my money on mineral water in the conveniece store! As if it was not bad enough, the air conditioner there was so loud that I woke up in the middle of my sleep. I was sleepless all night!*

*Food was no better. The restaruants chosen ws not to my taste. Many tour members aired their dissatisfaction at the tour guide. He ignored our preferences. We hated eating raw food like sushi and sashimi. However, during the whole trip, most of the restaurants offered mainly raw food which annoyed us. In additon, there awa a major incident in the restaurant where a tour member had no idea that there was peanuts in the food and it triggered her allergy. I suppose it is the travel agency's fault! What's more, the restaurant services were not good and the watiers made me feel horrible.*

*My last complaint is the tourists attactrations. When we arrived at the scenic spot, we had wasted two hours because the roads there were full of bumps and holes. So, in the end, we needed to get off the coach and walk. It is more than ridiculous to take us to such a deplorable sight. I thought I could have gone to some famous scenic spots to take photos and check-in but that was totally not the case.*

*I request a refund to my trip and an in-depth investigation to my three complaints. I would be grateful if the travel agency could take some actions to beef up its services in the near future. I look forward to hearing from them.*

*Faithfully,*

*M. Tong*