**Complaint Letter Requesting Reimbursement for Travel Booking Error**

**Mosaic Franek**

[Street Address]

[City, ST ZIP Code]

**May 20, 2017**

[Recipient Name]

[Title]

[Company Name]

[Street Address]

[City, ST ZIP Code]

Dear [Recipient Name]:

I recently had a problem with your service and I am writing to obtain compensation.

On May 1, I used Adventure Works to book a honeymoon trip to London. We were to arrive in London on the morning of May 15, the afternoon of which we planned to participate in a tour group.

Upon arrival at the airport, we learned that our flight was overbooked, and that our reservations were not confirmed. We were unable to get seats, and could not be booked on another flight to London that day. As a result, we missed participating in our tour group, but the tour company still charged us because we were not able to give sufficient cancellation notice. We were also charged for the London hotel in which we were to stay that night, and charged for the hotel near the airport at which we had to stay while waiting for our flight the next day.

The experience was difficult and frustrating, and it cost us $655. We believe your agency is responsible for the following fees:

* Missed tour group fees: $260
* Fee for one night missed at London hotel: $215
* Fee for one night’s stay at airport hotel while waiting for next flight to London: $180

Please find receipts for these expenses enclosed, and call me at [phone number] before [date] to confirm that you will honor our requests.

Sincerely,

**[Your Name]**

Enclosures