Reported speech and questions

You've just arrived at the Great Bay Hotel for a holiday. It's not the same as your travel agent told you it would be. Look at your travel agent's website and complete your email to the travel agent.

☞ THE GREAT BAY HOTEL ☜

There's a large swimming pool. NO
You will dance to live bands every night. NO
Room service is available. NO
They serve an international menu in the dining room. NO
You'll love the private beach. NO
A fitness centre has been added to the hotel's facilities. NO
The tennis courts can be booked free of charge. NO
Guests can use the nearby golf course free of charge. NO

From:
To: Mr Smiley, Sunways Travel Agency
Subject: The Great Bay Hotel

I am very disappointed because the facilities at the Great Bay Hotel are not the same as you told us.
You said there was a large swimming pool and that we .....

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You also said .....
The website said .....
You told us .....
In fact, none of these facilities is available. Please arrange for us to be transferred to a better hotel immediately.

LIVEWORKSHEETS