



Letter of complaint

Dear Sir,

My wife and I took an Ocean holiday with you last month, which was a [redacted]
I am therefore writing to ask for [redacted]

Firstly, the food was [redacted]. In fact, my wife fell ill the day after we set off. We believe this was because of the breakfast she had eaten on board [redacted] that day. Her health got [redacted] during the trip but the ship's doctor was very [redacted]. I was quite [redacted] and this ruined the trip for me.

Secondly, our cabin was in an extremely noisy part of the ship, as it was [redacted] the disco. As my wife lay sick in bed, she was [redacted] more than once by drunken dancers who [redacted] our cabin was the nearest toilet. In the end, my wife locked the door. This [redacted] that I could not get into my own cabin late one evening and had to [redacted] the night in the bar.

Last but not least, your brochure promised "excellent sailing [redacted]". However, for three days, there was a heavy storm and the ship rolled badly. My wife was scared [redacted] and even I found it unpleasant.

I demand a full [redacted] of the cost of the trip at your earliest convenience.

Yours faithfully,
K. Grumpington-Smythe
(Admiral)

compensation
conditions
delighted
disaster
dreadful
earlier
impossible
meant
next

opposite
refund
spend
stiff
surprised
thought
worse
worried
unhelpful

