Jane Davis

34, Princeton Avenue

Edinburgh

6th November, 2007.

Mr. Kenneth Andrews

Manager

Dream Travels

London

Ref: South East Asian Holiday

Dear Mr. Andrews,

This is with reference to the South East Asian Trip we undertook through your Travels.  I regret to inform you that the holiday was a big let-down.

We were promised 4 star accommodations in all the places we would stay, but I am sorry to inform you that we were put up in no more than budget hotels.  The tour manager could not come up with any valid reasons and this continued to be the scene in all the places that we visited.

We expected much better things from a company of your repute.  I request you to look into the matter and reimburse us accordingly.  I am enclosing a copy of our transaction for your verification and expect to get the refund by the end of next week.

Thanking You,

Sincerely,

Jane Davis
Encl.: Copy of Transaction.