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Vacations & Travel—Applications

Form: Complaint Letter to Travel Agencies

When something minor goes wrong with travel plans or a vacation that we have made through a travel agency, we may brush it off as something that “just happens.” Other times, however, if we are seriously injured or have property damaged while we are on vacation, we feel the need to take action. While some companies engaged in the travel and vacation industry have complaint forms that can be filled out to voice concerns or disappointments, many other companies offer no such help. In those cases, the following sample form letter may get you started on the right foot toward making your voice heard.

[Mailing Address of Company]

[Date]

Dear Sir/Madam:

I recently booked a _____ [cruise/tour/trip] through your company to _____ [destination]. The trip was scheduled for _____ [dates]. I paid a deposit of _____ [amount] to go on the _____ [cruise/tour/trip] and agreed to pay _____ [amount] later. Attached are copies of receipts showing that payment was made in full for the _____ [cruise/tour/trip].

On _____ [date], while in _____ [location], my _____ [item] was stolen from my _____ [bag/purse/room/suitcase/etc.]. The _____ [item] has a value of _____ [value of item], as evidenced by the attached _____ [receipt/valuation/itemization]. I have reviewed the contract which I signed when booking my _____ [cruise/tour/trip] and concluded that your company has responsibility for replacing or paying for items stolen while on a _____ [cruise/tour/trip]. Therefore, I would like to have a full refund of [value of item] as soon as possible. Thank you for your attention to this matter; I look forward to hearing from you.

OR

On _____ [date], while in _____ [location], my _____ [item] was _____ [destroyed/damaged] when it was _____ [dropped/spilt/crushed/sat on/etc.]. The _____ [item] has a value of _____ [value of item], as evidenced by the attached _____ [receipt/valuation/itemization]. I have reviewed the contract which I signed when

booking my _____ [*cruise/tour/trip*] and have concluded that your company has responsibility for replacing or paying for items _____ [*destroyed/damaged*] while on a [*cruise/tour/trip*]. Therefore, I would like to have a full refund of _____ [*value of item*] as soon as possible. Thank you for your attention to this matter; I look forward to hearing from you.

OR

On _____ [*date*], while in _____ [*location*], I was seriously injured when _____ [*describe event causing injury*]. Obviously, were it not for your company's negligence in failing to ensure that the _____ [*equipment/boat/plane/car/etc.*] was safe, I would not have been injured. Instead, I have suffered _____ [*list injuries*]. I _____ [*have attached OR will supply when received*] a copy of my medical and pharmacy bills. I would like your company to pay for these expenses, as I would not have been injured if the _____ [*equipment/boat/plane/car/etc.*] had not _____ [*broken/collapsed/malfunctioned/etc.*] I have reviewed the contract which I signed when booking the [*cruise/tour/trip*] and have concluded that your company has responsibility to pay for these injuries. Therefore, I expect full payment as soon as possible for my medical care and expenses, including my pharmacy bills. Thank you for your attention to this matter; I look forward to hearing from you.

Sincerely,

[*name*]

[*complete address*]

[*telephone number*]