

Flat 3,  
Nesbit Lodge,  
Goldsmith Crescent  
BATH  
BA7 2LR

16/8/00

The Manager  
Summersun Ltd  
3 Travis Place  
SOUTHAMPTON  
SO19 6LP

Dear Sir,

Re: Holiday booking ref p142/7/2000

I am writing to express my dissatisfaction with the self-catering accommodation provided for my family at the Hellenos Holiday Village, Samos, Greece, from 1-14 August 2000.

On arrival, the accommodation had not been cleaned, the refrigerator was not working and there was no hot water. These problems were pointed out to your resort representative Marie Finch, who was unable to resolve them to our satisfaction. We were forced to accept a lower standard of accommodation, despite having paid a supplement for a terrace and sea view. This detracted significantly from our enjoyment of the holiday.

I would appreciate it if you would look into this matter at your earliest convenience with a view to refunding my supplement and providing appropriate compensation for the distress suffered.

Yours faithfully,

Patrick Mahon