

46, Valencia Road
Liverpool L20 5CK
Tel: 01245 33433
5th April 2008

The Manager,
Express Travel
16, Chapel Street
Liverpool L1 2RJ

Dear Madam,

I am writing to complain about the hotel where we stayed during our recent City Break weekend in London last month.

When I reserved our holiday at your agency, I asked for somewhere in the city centre, because we wanted to be near the theatres, the shops and nightclubs. However, the hotel was a long way from Central London and as a result we had to take the bus every time that we wanted to go anywhere interesting. We had to take taxis back to the hotel every night because the last bus from the centre was at midnight. For this reason, we spent much more money than we had expected and I believe that Express Travel is responsible for this.

Consequently, I would like you to pay us the cost of the taxis and buses and refund some of the money which we paid you for our "city centre" weekend.

Looking forward to a prompt reply,

Yours faithfully,
Leslie Rooney.