

207 Park Avenue  
Little Heaton  
Birmingham  
B17 9HT

The Manageress,  
Golden Palms Hotel,  
Tenerife.

2nd August, 2009.

Dear Madam,

I am writing to complain about our stay at the Golden Palms Hotel during our so-called luxury holiday in Tenerife, the fortnight of July 18th - August 1st.

First of all, we had ordered a family room for two adults and three children yet on arrival there were only three beds: a double and two singles. No sign of a cot for little Emily. We were also promised a room with a view. A building site was not the type of view I had in mind. The noise alone meant we didn't get a wink of sleep.

Secondly, having taken out a fly from her tepid soup (which is no laughing matter) my wife became ill. However, when I asked to speak to the headwaiter, he simply tutted and walked away. When, eventually, I did speak to the chef, I saw a cockroach on the kitchen floor. This is extremely unhygienic. No wonder my wife was ill!

On top of that, the facilities were not the five stars we had been promised. The heated swimming pool was like an ice bucket and the tennis courts were rarely open, despite the 8am-7pm sign. In fact, the brochure did not explain that if we wanted to use the courts we would have to bring our own equipment.

Finally, we were told the hotel minibus to the beach was 'out of action'. With three young children and a 30 minute walk I am sure you will agree that this was disappointing. It was expensive too because the local buses were often late and the taxi fares were not cheap.

As the manageress of this hotel, I hope you will agree that this has ruined what should have been a great summer holiday and that you will compensate us properly. I look forward to receiving your reply.

Yours faithfully,

Mr L Brown

Larry Brown