

21 North Crescent Dr  
Woodingdean  
East Sussex BN2 5SQ,  
UK

Mrs LEPRINCE  
Camping "Green Village"  
1900, RD 4  
83600 Fréjus  
France

10 June 20xx

Subject : Complaints

Dear Mrs Leprince,

As you know, my husband and I have been patronising your camping site for many years. During our recent stay however, from 23<sup>rd</sup> May to 3<sup>rd</sup> June 20xx, we encountered several problems which unfortunately had quite a negative impact on its quality.

In fact, when we arrived on Saturday 23<sup>rd</sup> May, to our astonishment we found that our usual cottage "Watipi", nr. 158, was not available yet at 1.00 pm. We were asked to wait at the bar in the meantime, but we were not even given any complimentary drinks !

At 3.00 pm, after our lunch in your Brasserie, we were eventually able to take possession of our cottage but what an unpleasant surprise we had when we opened the door : an awful smell of tobacco was pervading the whole cottage ! It was not until the end of the day that the problem was solved and we got rid of that stinking smell of cigarette.

To cap it all, no mountain bikes to hire on Saturday, the 30<sup>th</sup> of May ! My son who just loves riding the bike on the surrounding hiking trails was terribly disappointed. We had to wait till the following Monday to get one, hardly any time left for him to have fun before leaving...

Considering these many inconveniences, you will realise, Madam, how dissatisfied we can feel, that's why we do hope you will give us satisfactory explanations and appropriate compensation for our next stay. If you do not, we will then contemplate choosing another camping site in the Fréjus region.

We are confident that you will understand our concern and we look forward to hearing from you soon.

Yours sincerely

Jane Newman.