

Thank you for your letter, addressed to xxxx, regarding your recent holiday in Lanzarote. Having discussed this matter, xxxx has asked that I respond to you. Thus I shall do my best to answer your points in the order in which they are raised.

1. When staying on an all inclusive package, it is customary on the continent for identification such as armbands to be provided on arrival and this is referred to in the 'All you need to know' pages of our brochure.
2. Whilst drinks, meals and snacks are included in the hotels bars and restaurants with an all inclusive package, a charge is almost invariably made when one consumes contents of the mini bar. Nonetheless, I understand that the hotel agreed to provide your party with water for your rooms each evening. I have noted that you felt the temperature of the mini bars to be inadequate and am sorry if this caused inconvenience to your party.
3. Regrettably, special requests such as conveniently located rooms cannot be guaranteed as stated in our 'Terms and Conditions'. When a request is made, it is passed to resort and the hotelier will do his utmost to abide by these. I am sure you will appreciate that this is not always possible but would apologise on his behalf if, on this occasion, your request could not be met.
4. The provision of double beds in hotel rooms of this standard is typical, although naturally I do, regret that you felt this arrangement to be unsuitable. I understand that this situation was resolved and that extra beds were provided where requested.
5. Room service is rarely provided in 4 star all inclusive hotels and is not advertised in our brochure.
6. I have been informed that the Guest Service manager for the hotel spoke with members of your party on many occasions.
7. I have noted your dissatisfaction with various aspects of the Venetian restaurant and am sorry that the standard of service at mealtimes did not meet with your expectations. It is the opinion of our customers that the standards of service in this hotel are generally good and I have therefore forwarded your comments to our resort staff for notation. I would, however, like to point out that it is very much a matter of personal opinion as to whether food is considered acceptable or not and is therefore difficult to comment on. This I hope you will appreciate. I would say that we have received no other complaints about the meals served at this restaurant and the hotel does seem to meet the level expected by our guests.
8. I regret that you found the condition of sun loungers to be unacceptable. It is unfortunately the case that standards in respect of the state of furniture in continental hotels can be affected by wear and tear, and sometimes mistreatment by previous guests. Regrettably, there is little that hoteliers can do in this respect and I am sure you will appreciate that they are often fighting a losing battle in attempting to maintain standards.
9. Regarding the location of refreshments in relation to the xxxx swimming pool, it has been confirmed to me that the xxxx is 25 metres away from xxxx. In any case, as I am sure you will understand, we cannot guarantee that bars and restaurants within a large hotel will be in close proximity to your rooms or the swimming pool used by your party.
10. Your comments regarding the provision of pool towels during one day of your stay have been noted and I am sorry that this was something of an inconvenience to you. I would apologise on behalf of the laundry staff for any lapse in service you feel to have experienced.
11. It is simply the case that, as Thursday is the main arrival day in xxxx, taxi services are often limited and the majority of vehicles are involved in transferring guests to the airport. I do, of course, regret that your party had to endure a lengthy wait for taxis but am sure you will agree that it is neither the responsibility of the hotel or xxxx to

ensure that this service is available. Nor do I feel it is reasonable to expect the hotel to transport guests if local taxis are not obtainable.

12. As stated in the 'All you need to know' pages of our brochure, all inclusive holidays include locally produced drinks. In the case of wine, this will usually be of the 'house' variety and served by the glass. Therefore, when you requested bottled wine this would not have been included with your all inclusive package. In any event, I have been informed that you did not pay any extra for the wine served with your meals.
13. As a company, we provide the service of a hotel representative to offer assistance to our clients in resort. I therefore regret that you felt it necessary to contact our UK office from overseas.
14. I was, of course, concerned to read your comments regarding the level of hygiene at the xxxx. I have addressed this matter with the hotels manager and would respond as follows:
 - a. The hotel provides six swimming pools, all of which are maintained by highly trained staff. However, if guests do not remove suntan oil by showering before entering the swimming pools, then the oil will leave a film on the water giving the appearance of being murky. It is often the case that swimming pool tiles become dislodged during the season and repairs need to be affected. I would, nonetheless, thank you for having brought the condition of an area of the xxxx pool to my attention.
 - b. The poolside areas are regularly cleaned. On the other hand, the winds and Kalima experienced in xxxx during the summer months could possibly cause dust and some other debris to be blown into the area.
 - c. The points you have raised regarding the inadequacy of parasols have been noted and representations have been made to ensure that the number of parasols is at least sufficient for the number of guests being accommodated.
 - d. I would re-iterate that poolside areas are cleaned regularly. Nevertheless, when in constant use, drain blockages may occur from time to time.
 - e. I have made my concerns regarding the points you have raised in relation to the stream within the hotel grounds known to the hotel manager. I would, furthermore, thank you again for having brought this matter to my attention.
 - f. Unfortunately, insects are endemic in areas enjoying hot climates and ants are often attracted to food. I am, however, very sorry if their presence on one occasion alarmed your daughter.
 - g. Your comments regarding the working order of the hand dryers within the hotel are noted. I have been assured that this matter has now been resolved but would apologise for any inconvenience caused.
 - h. The presence of a number of stray animals, particularly cats is inevitable in hotels accommodating a large number of people. Sadly, the hotelier's hands are full in taking responsibility for the several thousand guests of his establishment. Nevertheless, I am confident that had the number of cats been overabundant, action would have been taken to rectify the situation. I do sympathise that their presence has caused you some distress.

The xxxx uses xxxx to control their health and safety procedures. xxxx is an international market leader in the provision of health, food and hygiene risk management and accreditation services to the holiday industry worldwide. I can confirm, therefore, that the hotel operates entirely in accordance with European health and safety standards and has been vetted by xxxx officials.

It is clear from your letter that you were fundamentally disappointed with the xxxx hotel and the services provided, yet I do feel that the points raised are your personal opinion. As a company we have sent a large number of customers to this hotel and it has proved to be a

popular choice. Had you wished for something a little more exclusive, I would respectfully suggest that an all inclusive package holiday is possibly not the ideal choice for you.

It is always disappointing to come across a dissatisfied customer. However, I believe that the xxxx is in keeping with its official 4 star grading and that the facilities on offer are commensurate with this classification. The hotel is used by a number of British holiday companies and is widely considered to provide good quality accommodation with excellent on site facilities. With this in mind, I am sorry to have to advise you that I am unable to make any form of reimbursement to you.

I do hope you will now understand why I am unable to take this matter any further.