

Thank you for your correspondence regarding the above mentioned reservation.

I was concerned to learn of your dissatisfaction with your tour from xxxx. I do appreciate that you were unhappy with the service provided and for this I am truly sorry. All of the points that you have raised have been noted and taken on board. Please be assured that we do monitor feedback to ensure that the standard of service that we expect is met. I would therefore thank you for having brought these matters to our attention.

I have addressed your concerns with our partners in xxxx and they have responded by offering their sincere apologies for your disappointment. I am advised that xxxx was an exceptionally busy day at xxxx and that passengers were arriving on different ships and piers. I am advised that the xxxx provided shuttle buses yet the xxxx did not and this is why our coach went to collect them. I do apologise that this caused a delay. Delays are something that drivers and guides try to avoid but regrettably, on occasion, delays do occur when ports are busy, passengers are late or do not show up at all. This is often unavoidable on a shared tour. In such circumstances, guides would usually extend the tour where possible.

I regret that you felt that the vehicle used was substandard. As mentioned above I have passed your comments to our partners at xxxx for notation. I also regret that the vehicle broke down en-route to xxxx yet, whilst unusual, mechanical failures can occur from time to time. I am advised that routine checks are always made before the tours commence and I would apologise for this mechanical failure. I understand that this incident took place approximately 300 meters from the drop off point. I am advised that as the driver was unable to get the vehicle moving immediately, to save time, the guide xxxx escorted the group into xxxx on foot, providing local information, and ensured that everyone was aware of the meeting point. I therefore feel that he did his utmost to assist under the circumstances.

It is always disappointing to come across a dissatisfied customer and I am genuinely sorry that this tour did not meet with your expectations. We do appreciate customer feedback and we endeavour to continuously improve what we offer and the delivery of service. I would therefore thank you for having taken to time and trouble to express your concerns in writing. In light of my findings as detailed above, however, I am afraid that I am unable to offer reimbursement. Still, as a gesture of goodwill, I would like to offer a discount of 10% from the cost of your next xxxx booked with this company. On receipt of your acceptance, I will arrange for the voucher to be issued in full and final settlement of this claim.

In closing, I would like to assure you that these circumstances are highly unusual and that we are by no means complacent about the points that you have raised. I do hope that you will consider booking with us again and at such time, I am sure that the arrangements made will prove to be to your complete satisfaction.