

64 Hanson Lane
Welling
Kent
DA16 2BG

1 April 2003

American Starlight Holidays
453 3rd West Avenue
Boston
MA, 63256

Dear Sir/Madam,

RE: Boston Tea Hotel: December 2002

I am writing to complain about my holiday experience with your company in the Boston Tea Hotel. I had originally endeavoured to plan a holiday in a peaceful and tranquil atmosphere, however it immediately became apparent that I would have to reside in a full-scale industrial site for the forthcoming two weeks.

My arrival at the hotel was somewhat dire. I was treated with neither respect nor courtesy, and the staff at the lobby desk were rude and obnoxious; I have never experienced such a discourteous attitude in any hotel I have previously stayed in.

The room was satisfactory, however your brochure promised 'a room with a spectacular view onto the sunny dales of Massachusetts'. If you call a view with three 200-ft high cranes 'spectacular', I am afraid you are very much mistaken! The constant noise of pneumatic drills going for prolonged periods of 10 hours a day or more was simply not acceptable. My business schedule became unfeasible as the vast amounts of noise gave me zero concentration levels.

The problems did not stop there, either. When I required something to eat, none of the restaurant facilities within the hotel were open. When the restaurants *were* open (which, in itself, was a rarity) during breakfast and dinner times, the food was of a sub-standard condition: cold and unappetizing. I would not even give my dog some of the food you was serving! The breakfast in particular was revolting; the pancakes and waffles with maple syrup were more like cardboard and tarmac!

The transport links were also of a poor quality between the hotel and the city of Boston itself. The construction works had blocked off the monorail service and all buses had been diverted. I had to walk for nearly 25 minutes through the heavy snow just to get to the nearest bus stop.

Despite all of my problems outlined above, there is one thing that annoys me the most. I was *never* told of any construction works at all. I booked my holiday 11 months in advance, which would have left you plenty of time to contact me regarding any forthcoming building works. I was subjected to heavy noise, poor food, rudeness, and frostbite all because of your negligence.

I would therefore like a refund in full for my stay in the Boston Tea Hotel. I hope you agree that no one should have to be put through such a dismal service in a part of the country which boasts about being one of the most up-market and friendliest places in America. Your running of the hotel will negatively affect this area which thoroughly deserves more than a shoddy company turning future tourists away. Consequently, I will therefore be pursuing legal action if I fail to receive a refund in full during my stay at the Boston Tea Hotel.

Yours faithfully,

Matthew O'Leary