

**The following e-mail was received from a potential guest:**

Dear Sir/Madam

I recently saw an advertisement regarding a special I saw on the television show "Gateway", advertising a special at the *Island Oasis Resort & Spa*. The price was advertised at £100 per night during the month of February.

Absolutely thrilled about the great offer, I contacted your resort to enquire about the facilities the resort has to offer. The receptionist was very helpful, knowledgeable and courteous explaining the latter in detail.

After hearing all about the facilities, I was more excited than ever about booking two nights at the *Island Oasis Resort & Spa* for the 10 year anniversary of my husband and I.

I decided to make a booking for the 13<sup>th</sup> and 14<sup>th</sup> of February. The receptionist informed me the total amount would be £350. I immediately questioned the amount and informed the receptionist of the £100 per night deal that was advertised on "Gateway". It appeared the receptionist had no knowledge of that particular advertised deal. After being placed on a lengthy hold of approximately 8 minutes, the receptionist returned and explained that the particular package is referring to is for a minimum stay of three nights and for a "Single Garden View Room" which can only accommodate one person.

As this is contrary to what was advertised on the show "Gateway", I immediately questioned her response. I asked if she was absolutely sure. At this particular point the receptionist became somewhat rude and agitated and stated that she was sure and the cheapest deal she could offer was the £350 she initially quoted.

Disappointed on hearing this, I expressed anxiety over what to do since we have a limited budget of £300 to spend on accommodation. I asked if there is no way an exception can be made to honour the £100 per night deal as advertised since we were clearly misled by the advertisement. The receptionist responded with an abrupt "NO-answer-response" which in my opinion is unacceptable.

**I would like to lay a formal complaint against the receptionist in question. Her name is Sandy. I would also like to stay at your hotel for the advertised price as compensation for being treated so poorly and being misled by the advertisement.**

I hope to receive a favourable response.

Kind Regards,

Sally Field.