***Tour operator name and address***

 ***Your name and address***

 ***Your contact telephone number***

 ***Your email address***

 ***Date***

Dear Mr/Mrs/Miss/Ms \*\*\*\*\*\*

Booking reference: ***[Insert booking reference]***

Dates of travel: **00/00/00** to **00/00/00 (Insert dates)**

Thank you for your letter/email/telephone call of \*\*\*\*\*\*\*.

I appreciate your comments, but regret that I/we cannot accept your offer of (holiday voucher/£) as adequate compensation.

I would urge you to look at our/my original letter/email again and in attempt to bring this to an amicable close I/we would be willing to accept (state the amount). I/we would accept this as a discount of a future holiday as I/we would like to travel with you again in the future\* (delete as appropriate).

I trust you will review the case and I/we look forward to hearing from you within the next 28 days. If I do not hear from you within that time frame I will be considering what further action I can take and will be advising ABTA.

Yours sincerely,

***[Insert name]***