



Holiday Letter of Complaint

This is document of FAPPiT and it is not official
document of travel agency _____.

Agency: _____
Address: _____
City: _____

First- / Last name: ____/_____
Street/home-no.: _____/_____
City/ postcode: _____/_____
E-mail: _____@_____
Tel.(dialling code): (____)_____

Or the agency service on site

Customer no.: 123456

Date: 01.01.2015

Subject 1: Unsatisfactory holiday in _____ (Place) at _____ Hotel on site according to §651c of the German Civil Code

Subject 2: Complaint Notification of given compensation regarding to the First Complaint Notification

(Here choose the right subject, erase the other one)

Dear Sir/Madam,

I would like to declare travel unsatisfactories with this letter and I kindly request them to be solved until
____.____.____.

Travel agency:	Hotel/ ship:	Date of Complaint:
Booking reference:	Room-/cabin-no.:	Date of Resolution:
Holiday place:	Name of tourist guide:	

Agreed terms of a contract:

- (e.g. hotel in the city centre, swimming pool, room with balcony etc.) _____
- _____
- _____
- _____

List of unsatisfactories at the holiday place:

- (e.g. hotel 3km away from city centre, no swimming pool, bedroom without window etc.) _____
- _____
- _____
- _____

Attachments: copy of the reservation, photos as proof, First Letter of Complaint, witnesses

Date, signature
traveller

Date, signature
tourist guide

Date, signature
witness