

## A LETTER OF COMPLAINT

35 Colville Road  
Cambridge, UK  
April 1st, 2010

Windermere Wildside  
Adventure Holidays  
Wildside Hall, Ambleside, Cumbria

Dear Sir or Madam,

I have just returned from an adventure holiday at Windermere which, I am sorry to say, turned out to be a bitter disappointment.

My reason for writing to you is not just to let you know that the services provided by the hotel which you sent me to were astoundingly bad. At this point I would like to inform you that I happen to be a journalist in my country, and I intend to write a small article telling my readers about the horrible experience I had at Windermere last weekend. My intention in writing that article, rather, is to warn innocent people like me in case they feel tempted to believe the appealing words used in your advertisement, which I consider a piece of deceptive advertising.

I will not go over the details of all the things that went wrong during that holiday, but I will just mention a few of them: to begin with, room service was a complete disaster. If I happened to order a crayfish and rocket sandwich I had to be content with a simple, tasteless ham and cheese sandwich. Whenever I asked for some orange juice I was bound to be brought some apple juice instead.

I know you cannot be held responsible for the bad weather, but it rained throughout the weekend, so I decided to stay in my room although it was a bit chilly, since the central heating was not working. Another thing that made it

difficult to stay in the room was that I found out that I had to share the room with a family of mice, which seemed not to be timid at all.

I know I could have used the indoor swimming pool, but I decided not to. After all, I am not used to using a pool which is also used by reptiles. Can anyone tell me who had the crazy idea of letting a baby alligator use the same pool as the guests? Who did that reptile belong to? What was the idea? Chasing the (human) guests out of the pool?

Not only that, but when I tried to use the sauna I was shocked to see that it was also being used by the staff to fry bacon and eggs for their breakfast. I found that situation rather odd, to say the least.

As a man of words I have a pretty wild imagination, but I suppose the situations I have described are quite sufficient to give you an idea of that very special holiday. Of course, none of that actually did happen. In fact, I have nothing to complain about the holiday you advertised. It was indeed a very pleasant experience and I was able to use the excellent facilities at Wildside Hall, which I will certainly recommend to my friends.

I started with a letter of complaint but as in fact I had no reasons to complain about, I made up the whole story when I looked at the calendar and realized what day it was. April 1st, April Fools' Day. So, there you are. No complaint, no need for a refund. On the contrary, thank you for an exciting holiday. Keep up the good work.

Yours faithfully,

Amadeu Marques

P.S. Imagination is more important than knowledge.