



Without Prejudice

Please Quote: S12/4169936/HM

12<sup>th</sup> October 2012

Mr W & Mrs A Moindrot

Dear Mr and Mrs Moindrot,

Thank you for contacting us following your honeymoon in Mexico. ~~And congratulations~~ on your recent wedding.

After Travel  
Customer Support  
Wigmore House  
Wigmore Place  
Wigmore Lane  
Luton  
LU2 9TN

I'm sorry to hear that as a result of the Riu Playacar not meeting your expectations, you chose to move to the Riu Palace Mexico. But I am pleased to hear that once settled into the Riu Palace, you enjoyed the rest of your time away.

I understand that you're confused about the cancellation charge you incurred when you transferred hotels. I can appreciate that this would've been an additional cost that you weren't anticipating and I'm sorry for any inconvenience this may've caused.

When any of our guests are looking to change their accommodation, we will contact the hotels on your behalf to arrange your new booking. The charges incurred for cancelling your original accommodation are at the discretion of the hotelier. And we would usually advise you to raise any concerns with regards to these charges whilst in resort, either with the hotelier or with your Holiday Advisor.

With the above in mind, I'm afraid I won't be meeting your request for a refund of the cancellation charges incurred. But I do hope that despite any frustration caused by this, you won't be deterred from considering Thomson again when making future travel plans.

Once again, thank you for getting in touch.

Yours sincerely,

Hayley Matcham  
Customer Support Advisor  
After Travel Customer Support  
Tel: 0844 2097 337