

[Date your letter.]

August 11, 2015

[Be sure to directly address your complaint to the customer relations department of your cruise line, rather than a general corporate address.]

Sail the Seas Cruise Line

Attn: Customer Relations

123 Seas Drive

Miami, FL 33132

[Include your reservation number, sail date, and cabin.]

re: Reservation 123456A789 | Sailed 7/1/15 aboard Sail the Seas Wave | Cabin 1234

[Formal headings and signatures can only help your cause.]

To Whom it May Concern:

[Give a very brief summary of the issue to start off.]

We sailed aboard the Sail the Seas Wave last month and while the cruise was, overall, very enjoyable, we experienced an issue with the service provided by our cabin steward that I felt should be brought to your attention.

[Next, explain when you first started experiencing the problem, and what you did to try and rectify it.]

When we first entered the cabin after boarding the ship in Miami, dirty towels from the previous occupant of the room were still on the floor of the shower. When our steward, Norel, stopped by the cabin to introduce himself a short time later, we pointed it out to him and he apologized, immediately removed the towels and sanitized the shower.

[Explain how, despite your best efforts to work with the staff and fix the issue, you continued to experience the problem.]

During the remainder of the 10 day cruise, Norel failed to provide clean towels on seven occasions after he cleaned the stateroom. Each time, we had to call the cabin service number and wait while Norel was summoned to bring towels. While he apologized each time, it happened again and again. On Tuesday, we missed our specialty dining reservation in the Seas Steakhouse because my wife and I couldn't take a shower because we had no towels. By the time we requested more towels and they arrived, we were over 30 minutes late for our 7 pm reservation and they had already given our table to another passenger. To add insult to injury, we were still charged the \$35 per person cover charge as we had not provided 24 hour notice to cancel our reservation.

[Mention any attempts you made to obtain a refund while on the ship.]

I spoke with the Hotel Manager, Philip Miller, on Wednesday morning, to discuss the matter, and while he also apologized, he said he could not credit back the \$70 for the unused reservation as the ship's dining cancellation policy was strictly enforced, and he said the Seas Steakhouse was fully booked for the remainder of the cruise so he could not reschedule us. Mr. Miller said he would speak to Norel and we'd have fresh towels every time our cabin was serviced for the remainder of the cruise. However, on four additional occasions, Norel did not provide clean towels and we had to make a call to request them.

[Unless the grievance was so unforgivable you can't even pretend you'll ever sail the line again, you'll have better luck asking for a refund if you suggest that the line may get your business again if they address your complaint. **Be sure to ask for a confirmation in writing!**]

We're loyal to Sail the Seas Cruise Line and this is not the level of service we have come to expect. I have attached my onboard folio showing the \$70 dining cancellation charge. Please refund the \$70 to my MasterCard, ending in 6751 and confirm the refund in writing.

[Provide your contact information.]

If you need additional information or want to discuss the matter, please call me at (321) 555-1234 or email me at notarealemail@notarealemail.com

[Sign off.]

Thank you for your prompt attention to this matter.

Sincerely,

[Include a real signature.]

Eric Matthews
1234 Main Street
Your Town, USA 98765