

Mr N Mcparland
XXXXXX
XXXXXXXX
Sheffield

email: XXXXXXXXX

22 June 2003

The Managing Director
Fareworld Travel
Alperton House
Bridgewater Road
Alperton
Wembley
HAO 1EH

Dear Sir/Madam

Re: Invoice No. 40XXXXXX; Locator: XXXXXX, Booking ref: XXXX

I am writing to complain about the above booking. I booked a flight with your company to Sri Lanka and Mumbai in April. I received a confirmation invoice for the quoted price of £674 per person, which I signed. I later decided to change the flight path to Sri Lanka and the Maldives. I was quoted the price £699 which I was happy to pay (it being only £25 more than the original flight).

My wife needed the flight details in order to book accommodation so I rang your company and spoke to two different people on several occasions requesting the new confirmation and flight details. It was never sent. When my visa bill arrived and the amount taken out by your company was £1619.76 you can imagine my surprise. When I phoned Mr A regarding this matter he told me that the extra money was for tax. I can assure you that when I changed the flight details in April I was left with the assumption that £699 was the total cost of each flight. I am still very surprised that you charge £95 for tax, when other travel companies charge half this price and your website charges £47.50 for a similar flight. Can you explain this to me please?

Further, I want to know why you have taken money from my bank account without my authorisation. I have contacted Trading Standards and this is their advice:

'When you book a holiday you are entering into a contract, the holiday should be detailed in full, the contract can be changed if both parties agree, if they agree to change without cost this forms part of the contract.'

As the company will charge a cancellation fee if you decide to cancel you may consider paying the extra cost but under protest. This should be done by writing to the company detailing your complaint in full, advising them that you are holding them in breach of contract and that the charge will be paid under protest.

By paying under protest you will keep your flight seats safe and leave you in a position to consider taking this matter to the small claims court in order to claim compensation for the extra cost.'

The flight tickets arrived prior to the arrival of the second confirmation, which I find rather odd. I had to ring Mr A once again to request the confirmation. He told me it had been sent out the previous day. Finally, it did arrive but it didn't show a price break down for the flights. It simply showed the cost of the flight in full, £794 per person plus a 2% credit card charge. I feel it only fair to inform you that I have forwarded my complaint to several companies on the website dealing with travel complaints. My personal feeling is that I was quoted for a flight £699 (tax inclusive) but when Mr A went to reserve it the price of the seat had increased.

I am therefore writing to say that I will pay the price on the invoice but I do so under duress and I am holding your company in breach of contract. I am considering taking this case, as advised by Trading Standards, to the small claims courts because I feel I have been unjustly treated with the overcharge of £190. I look forward to hearing your response.

Yours sincerely

Neil McParland