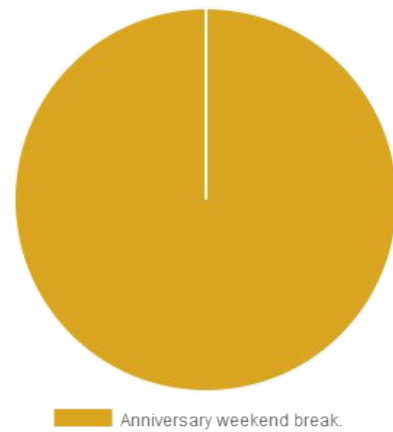
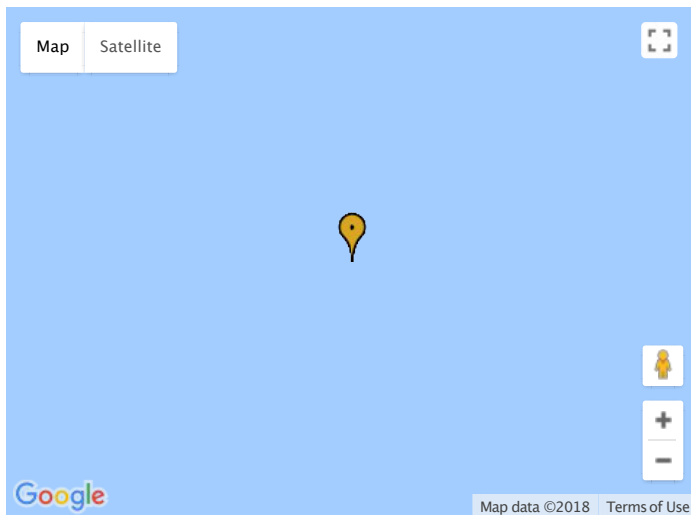
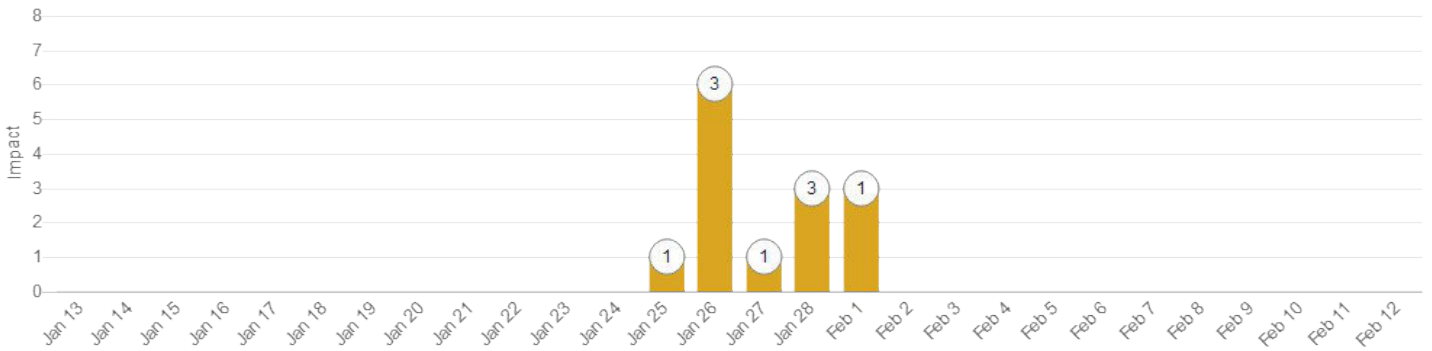


## Consumer Complaint –An Other

, Threads: 1 , Records: 9



### Anniversary weekend break.

	Date	Completed by	Impact	Record
268	25/01/2018 21:30	An Other	1	As a surprise 20th anniversary present I booked a luxury weekend away for my wife and I this weekend (26 and 27 Jan) It was a last minute booking and as a consequence I rang the hotel I'd identified online in the hope I could negotiate a good deal. We spoke about what I'd seen online and how I wanted one particular suite pictured in the website gallery of photos. I was told it was free and I booked it. I spoke with the receptionist Sally who agreed that in addition to the two nights room charge of £500 (it was half price) I could have a 20% discount on any spa treatments and gym sessions. I also negotiated a 30% discount on what was described as a 'special celebration dinner' for the Saturday night. The charge for this (without wine) was £250 for the two of us. I made the booking and followed it up with an email to confirm all that was agreed. Copy email and photo of the suite attached. -Impact 1

FileName	Type	Size (bytes)
cdv_photo_001.jpg	Image	2219910
cdv_photo_002.jpg	Image	414587