

Scott Otley
10 Ballygomartin Road
Belfast
BT13 3LD

Customer Relations Department,
Thomas Cook,
Coningsby Road,
Peterborough,
PE3 8SB

19th April 2016

Booking Reference G2TN5F

Dear Sirs,

I wish to make a formal complaint regarding my seat allocation on my return flight from Orlando, Florida on July 10th 2016.

A number of months ago I pre booked my seats for both my outbound and return journeys. On Saturday night I was completing my API and looked at the flight seating plan as a matter of curiosity. To my disbelief I was appalled to discover that my seats on my return flight had been changed due to a change of aircraft.

My original seats I booked were row 32 D,E,F & G, to which cost me £200 (£50 each) for extra legroom. The seats were changed to row 32 A,C,D & G which would have cost £140 making a difference of £60 and also splitting my family up. Technically Thomas Cook have committed fraud with the difference in costs!

I cannot believe that I did not receive any notification of such changes and no refund of the difference. I spoke to Richard on Saturday night on live chat who re booked my original seats (which I sincerely hope are the extra leg room) and confirmed to me that we are not travelling on an Air tanker plane. He also told me I would receive a confirmation email and as of yet I have not received one.

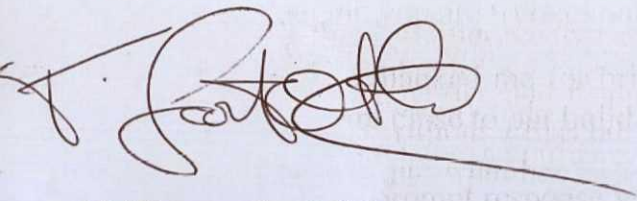
Since then I have contacted yourselves on messenger and was asked on Sunday at 6pm to send my booking reference, which I did at 6.35pm. I did not hear from yourselves until Monday morning at 10.28am. I replied with my telephone number at 10.46am stating I would be free between 12.45pm & 1.15pm. I received a call at 1.22pm (7 minutes after my timeframe) I could not talk and the gentleman told me he would phone at 5pm before he finishes at 5.30pm. I messaged yourselves again at 5.21pm to express my disappointment and anger. At that point I contacted the daily mirror and Belfast Telegraph newspapers. On April 19th at 1.23pm I again messaged yourselves as I heard nothing and at 2.45pm I received a message telling me you are trying your best to find out what was happening.

The lack of customer service and responses are absolutely pathetic and at the start I just wanted this resolved quickly and without a fuss but I am being backed into a corner and I now want some form of compensation. I have put what has happened to me and my family on social media sites and I was appalled to find others in the same situation. I have been talking to one family who received a refund for their pre booked seats, got seats re booked for free among other things!

Other families have thanked me for bringing this to their attention. I can assure you this was not my intention, only we are close to our holiday I would cancel everything!

I would appreciate a prompt response with a very satisfactory settlement offer as the emotional turmoil this is causing along with ruining our holiday build up and preparation has went beyond a joke. If I don't get an outcome to my satisfaction I will be following up with the newspapers I have contacted and also my legal representatives.

Regards

A handwritten signature in dark ink, appearing to read 'T. Scott Otley', with a long horizontal line extending from the end of the signature.

Mr Thomas Scott Otley