

Brush House
Bainbridge
Leyburn
North Yorkshire
DL8 3ES
5 May 2016

Tel.No. 01969 650228

Ocean Florida
Equitable House
88-100 South Street
Romford
Essex
RM1 1RX

Dear Sirs,

re Booking Reference OFL20001466 - Flights & Disney Accommodation

Please find enclosed cheque in the sum of £12,143.78 payable in favour of Ocean Florida in respect of the balance due under the above reference.

Ever since receiving your booking confirmation dated 23rd June 2015 we have been trying with Thomas Cook to book our favoured block of seats on the Orlando flights.

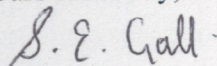
For many months we endured repeated "computer software problems" on the Thomas Cook Website and have since made several attempts to establish contact by phone, but without any success whatsoever, even though we have been kept hanging on for well over an hour on a number of occasions.

When we finally decided that enough was enough and telephoned your office to ask for assistance we were surprised to learn that you could not help. Bearing in mind the fact that we are paying well over £25,000 to you for this holiday and prepared to pay additional fees for our choice of seating, we are very disappointed with this lack of customer service and we wonder whether, even at this late stage, you might be moved to help? Please appreciate that we have 3 infants (one of whom has a disability) and two other juniors in our group, so that being seated together (preferably towards the back of the plane so as to cause as little inconvenience as possible to other passengers) is of some importance to us.

We should be pleased if you would kindly acknowledge receipt of the enclosed cheque and when so doing advise of what happens next - when do we receive the Airline tickets and will we receive documentation direct from Disney with regard to the Villas, or will this come through you?

We look forward to hearing from you as soon as possible.

Yours faithfully,



Mr & Mrs. D. H. Gall.