

Complaints Department
Ocean Florida
Equitable House, 1st Floor
88-100 South Street
Romford, Essex
RM1 1RX

M Jamieson
2 Little Hackets
Havant, Hants
PO9 5EQ

23rd June 2016

EXTREMELY URGENT

Dear Sirs

Booking reference: OFL20003837
Departure: 02.05.17 – London Gatwick to Orlando Florida

I can confirm that I feel I need to make a complaint.

I initially booked a holiday with you in November 2015 on the basis that you were recommended to me.

I initially discussed the matter with Scott West and before I booked the holiday I sent several emails double checking many things as I did not want to fall into a trap where problems may arise.

I attach herewith one of the emails sent to Scott on 23 November 2015 raising some queries before I went ahead with the booking. I would highlight you the question I raised stating "can you please advise me of the flight times to and from Orlando on 2 May 2017 (I have originally been quoted directly from Virgin and have decided to go with you as you are coming up cheaper but they advise there is no way that you would be able to book the Virgin flight yet as they are not released to anyone except them so wondering what the position is)?" You will then see that I tried to call Scott to discuss this email but he was busy and he therefore called me back to discuss. When on the phone he advised that the flight would be provisionally booked and 11 months before the holiday they could then confirm the booking. During the call Scott was not in a position to advise me of the flight times so you will see that I raised this with him again in an email on 24 November 2015 when I responded to him concerning over matters and he responded to me on the same date advising of my flight times and all information relevant to that flight. Again, I spoke to him by telephone at a later date after I had made the booking and he advised that although the seats on the flight could not be guaranteed at that time if I made a note of 11 months before the holiday I could then obtain flight details as I wanted to reserve my seats on the flight. At the same time we had discussed the fact that I would like an earlier flight if possible and he said that the flight I am booked on is a cheaper rate so he said he would put a note on my booking but could provide no guarantees. This was accepted by me.

I done a note on my calendar to contact Ocean Florida again yesterday in order to obtain the flight reference number so I could book my seats. I therefore sent Isabelle Pickard an email and asked for the flight number in order that I could book my flights. Isabelle responded to the same day advising that my flights are booked on an advance registration fare and therefore the flight reference number cannot be provided to me until 12 weeks prior to our departure. I can assure you that if I was told this in the first place I would have never booked with Ocean Florida. I am an extremely organised person and myself and my partner specifically like certain seats on a Virgin flight and therefore book the seats at the earliest opportunity so I would never have agreed to this.

I therefore immediately contacted Virgin who advised that they have checked their records and we are not showing as having any booking on their flight and therefore I should revert to you. They went on to say that outside agencies are now in a position to allocate flights to passengers for that date and once we are registered we can then get our reference number and we can then book our seats via their website.

I did email Isabelle back to inform her of this and asked what I can now do or in the event that she cannot assist to provide me with the complaints department and no response has been received from her whatsoever.

I am now incredibly concerned that I have paid a deposit and we are not physically booked on to any flight and this is something that should have been explained to me in great detail before I made the booking as I feel I would never have booked with you.

I have sat and gone through all paperwork you have provided to me and I enclose a section of the paperwork relating to flights. This clearly states that that to enable us to pre book our seats we must either be paid in full or cover the flight element of the travel arrangements. At no time other than in the document I have attached herewith was I informed this and also, when Isabelle emailed me she did not advise me of this but merely stated it was 12 weeks prior which is a date when I assume all money has been paid and I am therefore wondering why I have not been given the option to pay for the flights in full to enable me to get my flight reference number so we are able to book our seats each way. I can confirm that I would have no objections with paying for my flights in full at this point to enable me to pre book my seats on the flight.

I therefore feel that I have no choice but to make an official complaint concerning this matter as it is causing me a great deal of stress and anxiety that I am not allowed to book my seats in advance. You will see from emails that I have sent to Scott and Isabelle that I am an extremely organised person and therefore like to ensure that all things are in place in plenty of time otherwise I worry about it.

I realise there is a note on my booking stating I would prefer an earlier flight on 2 May 2017 but I can confirm that I am agreeable to the 1300 flight on the basis that by securing such flight I will then be in a position to pre book my seats and will not have the worry of things being changed around at the last minute.

I would therefore ask that my complaint is dealt with and the note is also removed from my booking for the earlier flight and we remain in the 1300 flight to ensure that when I pay to pre book my seats I know I will definitely be on that flight.

Please provide me with a substantive response to my complaint together with details of how this matter can be rectified by return and certainly by no later than 30 June 2016 as I am concerned at what else I am going to come across between now and holidaying with you.

Yours faithfully

Mandy Jamieson
07931937315

Email – mlj1985@hotmail.co.uk

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From: **Scott West** (mail@oceanholidaysmail.com)
Sent: 02 March 2016 14:37:38
To: Mlj1985@hotmail.co.uk

Message from Ocean Florida

Enquiry Ref No: OH193765

Hi Mandy,

No dates needed for the Disney, Discovery cove not released yet, but when released you need to give 3 dates

Disney Prices:

Disney 7 day ultimate ticket £675.36

Disney 14 day ultimate ticket £688.86

Previous Discussions

My reply, On Sat Feb 20, 2016 at 01:20 PM:

Hi Scott

Do I need to give dates for when we want to go to Disney and discovery cove?

Thanks

Mandy

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Sat Feb 20, 2016 at 11:49 AM:

Hi Mandy,

Just email me when your ready to book your Theme park tickets.

Scott

My reply, On Wed Feb 17, 2016 at 01:33 PM:

Hi

I will call in a couple of weeks when I can book all.

Thank you

Mandy

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Wed Feb 17, 2016 at 01:02 PM:



Hi Mandy,

Thank you for your email.

Scott is currently on Annual leave so I will be able to assist you today.

The cost of a 7 day Disney tickets is £331 per person & the 14 day is £337 per person

With regards to the Discovery Cove ticket, this will be available to book with the next couple of weeks.

If you have any further questions or would like to get your Disney tickets arranged, I am here until 6pm today

Kind regards,

Louise
0203 814 2181

My reply, On Wed Feb 17, 2016 at 12:13 PM:
Hi Scott

I do hope you are well.

I believe I should now be in a position to book my Disney World tickets and Discovery Cove tickets for May 20. Please confirm and I will give you a call in order to sort out as I believe I need to give specific dates.

Kind regards
Mandy Jamieson

My reply, On Tue Nov 24, 2015 at 04:15 PM:
Hi
Names are
Mandy Lena Jamieson 26.01.85
Gavin shaun Ross 16.07.77

Will call to make payment

Sent from mandy's iPad

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Tue Nov 24, 2015 at 01:05 PM:
Hi Mandy,

Hope you feel better

I am not in tomorrow I am in the office until 9pm tonight. so can we try and get this booked today as I don't want the price to increase as this can still happen as seats are sold, we are the No1 UK Florida specialist flights can still be sold we are now selling villa holidays for 2018.



My reply, On Tue Nov 24, 2015 at 12:55 PM:

Hi

That's great

I will call tomorrow as just gone home ill from work, what time you in tomorrow? If I wake feeling better will call you later

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Tue Nov 24, 2015 at 12:32 PM:
Send Names and dates of birth so I can Hold this package.

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Tue Nov 24, 2015 at 12:29 PM:
Hi Mandy,

That was the cost when I put all the package together including hotel and flights, I can offer you a pre loader Centrip MasterCard free to spend on what you wish. the package does include Transfers to and from airport.

Finally every ATOL protected company will have the same script its something you have to put on website by we have never increased a holiday once booked, and as quoted we will not increase your holiday this is a guaranteed price.

Flight Times: these are the flight times for 2016 and could change for 2017.

1. VS 02MAY LGW MCO HS1 1115 1525
2. VS 12MAY MCO LGW HS1 1935 #0845

Please let me know what time to call you to take deposit.

Direct Number 0203 8142 195

My reply, On Tue Nov 24, 2015 at 09:07 AM:
Hi Scott

I have the money sorted but need to query a couple of things.

First of all, last night you said that it would be an additional £20 pp to fly on 02.05.17 but the quote you have provided is an additional £50 in total. Therefore, can the price be amended to £1938?

Also your schedule shows transfers on 02.05.17 but no return transfers. Can you confirm there are return transfers included?

I am still unsure of the flight times to and from the UK. Can you please confirm these and also are these direct flights?

Finally, I note that you advised by telephone that the price I am quoted i.e. £1938 is the final fee and there are no other fees payable but I note your terms and conditions on your website which state:

"

< [REDACTED] >

Ocean Holidays Ltd (trading as Ocean Florida) hold licenses with both ATOL and the Travel Trust Association. We act as an agent only for the separate products you have selected. This is not a package holiday dynamic package made up of separate elements from separate suppliers. Ocean Florida specialise in holidays to the USA and other destinations across the world. None of the bookings we make for our customers, whether they are for one element or more than one element, are package holidays as that term is defined in the Package Travel Regulations. The flexibility that Ocean Florida offers is that you are under no obligation to book more than 1 holiday element and each element can be booked wholly independently of the others. When we use the term "booking" we do so for your convenience and it refers to either the individual booking for one element or the multiple bookings you have made at the same time. Please note that each element booked is a separate booking, independent of other elements booked at the same time. Where you book more than one element, these are not a combination. This will not affect the contractual relationship between you and the travel service providers.

Any changes in fees from such suppliers/operators (including transportation costs, fuel costs, dues, taxes, such as landing taxes or embarkation/disembarkation fees at ports/airports and exchange rates) and so on means that the price of your travel arrangements may change after you have booked your holiday. Any changes in costs over 2% of the stated price as per your Atol Receipt will be forwarded to you."

Therefore, can you please confirm the position in this email.

Once I have the response to all queries I will then be in a position to book the same

Many thanks
Mandy

My reply, On Mon Nov 23, 2015 at 04:52 PM:
Hi Scott

Sorry did not want to keep you on the phone as you were clearly busy on someone else's case.

Therefore, when you have a minute could you please put all the details in an email to me to include flight details (02.05.17) and times, hotel, final price and a quote for the theme park 7 day tickets if you have this or if you don't have a date when I can come back to you to book the theme park tickets and discovery cove.

Once I have this I will go through it all with my partner to ensure I am missing nothing and call you to pay the deposit and book it.

Thanks again, I really appreciate it

Mandy

My reply, On Mon Nov 23, 2015 at 03:00 PM:
Hi Scott

I have finally managed to speak with my partner and we have agreed that on the basis that resort fees are not applicable with Double Tree Hilton at SeaWorld then that is where we would like to stay.

There are a couple of further questions before I book so I can let my partner know. I had hoped to call you today but unfortunately work has been so busy today I have just not had the time:

1. Can we change the date to 2 May 2017 and if so does this come in at the same price?
2. Can you please quote me on park tickets for 7 days and also for discovery cove which should include us both swimming with the dolphins.

<

>

3. Can you please advise me of the flight times to and from Orlando on 2 May 2017 (I have originally been quoted directly from Virgin and have decided to go with you as you are coming up cheaper but they advise there is no chance that you would be able to book the Virgin flights yet as they are not released to anyone except them so wondering what the position is there?).

4. What deposit will you require and will you require an increased deposit if we book the park tickets and discovery cove tickets with you at this point?

I await hearing from you in order that we can finalise the same and I can sort the deposit.

Thanks
Mandy

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Sun Nov 22, 2015 at 07:04 PM:

Hi Mandy,

£50pp Staying at the Holiday inn Buena Vista

£150pp Staying at The Caribe Royal

My reply, On Sun Nov 22, 2015 at 11:33 AM:

Hi

Sorry I missed your call, I am at work.

Can you please quote on the other 2 so I can get an idea as to price

Thanks for confirmation re hilton

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Sun Nov 22, 2015 at 11:21 AM:

Mandy We have a contract with Doubletree Seaworld and we don't pay resort fee all other hotels you will pay resort fee.

Scott Scott scott.west@ocean-holidays.co.uk wrote, On Sun Nov 22, 2015 at 11:07 AM:

Hi Mandy,

I have just got in the office will look at the other hotels for you.

My reply, On Sat Nov 21, 2015 at 08:05 PM:

Hi Scott

In order to make a decision can you please also quote me on the attached hotels please.

Also checked direct with Hilton sea world and they charge €19.95 pp resort fees.

I await hearing from you and appreciate your assistance

Please remember if a different date comes up cheaper this is fine for us

< [redacted] >

Thanks
Mandy



Sent from mandy's iPad



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From: **Isabelle Pickard** (mail@oceanholidaysmail.com)
Sent: 22 June 2016 15:05:18
To: mlj1985@hotmail.co.uk

Message from Ocean Florida

Enquiry Ref No: CS31383

Dear Mrs Jamieson

Thank you for your email, your flights are booked on an advance registration fare, due to this your flight reference is available from 12 weeks prior to departure. Please contact me 12 weeks prior to your departure (07/02/2017) and I will have your flight reference number sent over to you.

Should you need any further assistance please do not hesitate to contact me.

Kind regards
Isabelle

Previous Discussions

My reply, On Wed Jun 22, 2016 at 01:42 PM:
Dear Isabelle

Can you advise if my flight reference number is on my booking as of yet with Virgin and if so can you provide reference please?

Kind regards
Mandy Jamieson

Isabelle Pickard isabelle.pickard@ocean-holidays.co.uk wrote, On Wed Jun 08, 2016 at 11:00 AM:

Hi Mandy

No problem I will have this added to the booking. Once this has been completed you will receive a new revised invoice.

Should you need any further assistance please do not hesitate to contact me.

Kind regards
Isabelle

< [REDACTED] >

Hi

Can I book the 14 day Disney pass for £688.86 and the discovery cove package which is £401.48 in total. Can discovery cove be 3 May 2017
Please advise when this is booked so I can make a note that it is sorted
Thanks Mandy Jamieson

Sent from mandy's iPad

Isabelle Pickard isabelle.pickard@ocean-holidays.co.uk wrote, On Mon Jun 06, 2016 at 01 PM:

Dear Miss Jamieson

Thank you for your enquiry, should you wish to add the 14 Disney Ultimate Ticket this will cost an additional £688.86 for two adults.

This ticket gives you 14 days unlimited access to the following parks:

- Magic Kingdom Park
- Epcot
- Disney's Hollywood Studios
- Disney's Animal Kingdom Theme Park*
- Disney's Blizzard Beach Water Park*
- Disney's Typhoon Lagoon Water Park
- Disney's Oak Trail Golf Course - greens fee only (tee time reservations are required and subject to availability)
- ESPN Wide World of Sports Complex (valid only on event days; some events require an additional admission charge).

Should you wish to do the Discovery Cove Swim we offer two tickets to choose from. (The below quotes are based on the 3rd May 2017)

1. Discovery Cove Swim Ticket - This includes 1 days admission to Discovery Cove including the Dolphin Swim. This ticket costs an additional £182.96 per person. Total for 2 adults £365.92

2. Discovery Cove Ultimate Swim Ticket - This ticket includes 1 days admission to Discovery Cove including the Dolphin Swim as well as 14 days access to Aquatica and Sea World and Bush Gardens. This ticket costs an additional £200.74 per person. Total for 2 adults £401.48

Please advise if you would like me to book any of the above tickets.

All costs are subject to change and availability.

Kind regards
Isabelle



As we arrange and plan your holiday many months in advance, we reserve the right to make changes to correct errors in the holiday details both before and after booking has been confirmed. We must also reserve the right to cancel confirmed bookings at any time.

Most changes are minor but from time to time we have to make a major change. If we have to make a major change or cancel your booking, we will tell you as soon as possible and if there is time to do so before departure and we will offer you the following options;

(For major changes) Accepting the changed arrangements or

Purchasing alternative arrangements from us, of similar standard to those originally booked if available (if there is an increase in cost from the original booking you will be liable for this cost; if there is a reduction in cost, we will refund the difference to you) or

Accepting the cancellation in which case you will receive a refund in full of all monies you have paid to us.

I. Flight:

Occasionally flight operators change the flight times and for that reason it is important that you confirm your flight times two days prior to departure.

In order to receive your airline locator which will enable you to pre-book your seats you must have either paid your balance in full or covered the flight element of your travel arrangements.

For inbound flights, it may be necessary to reconfirm your flight with the airline. Please check this in the correspondence received from your Travel Provider, including the Travel Provider's Booking Conditions. You should take a note of any reference number or contact name when reconfirming. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

We cannot accept responsibility in the event that you miss your flight if you do not confirm your flight times as described above.

We are not always in a position at the time of booking to confirm the carrier(s), aircraft type and flight timings which will be used in connection with your flight. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. The carrier(s), flight timings and type of aircraft shown in this site and on your Atol receipt are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be dispatched to you approximately 7-14 days prior to travel. You must check your tickets very carefully immediately on receipt to ensure you have the correct times. It is possible that flight times may be changed even after the tickets have been dispatched, we will contact you as soon as possible if this occurs. Any change in the identity of the

carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be published at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us.

Please note that in accordance with Air Navigation Orders, in order to qualify as an infant status, a child must be 2 years and under on the day of his/her return flight.

Whilst at the time of booking we will try to pre book your seats where possible, each individual airlines terms and conditions vary. It is not always possible to pre book seats.

J. Behaviour:

When you book a holiday you accept responsibility for the proper conduct for yourself and your party whilst on holiday. If we or any other person in authority is of the reasonable opinion that you or any