



Mr L Snape

Date: 27/02/17

29 Coniston Drive  
Walton-le-Dale  
Preston  
United Kingdom  
PR5 4RN

Bkg Ref: OFL20008335

Dear Mr L Snape,

We are sorry that you have chosen to cancel your forthcoming trip with us, and we hope we will be able to assist you in any future travel plans you may have.

Please find enclosed all relevant documents which set out the terms of your recent cancellations. We trust that everything is to your satisfaction, if we can be of any service in the meantime, please contact our Customer Services department on the above number.

Our Opening hours are:

Mon-Fri 0900 - 1730  
Sat 0900 - 1300  
Sun Closed

Yours sincerely

Ocean Florida

Customer Services Department