### VILLAGE VILLAS

22 BAKERS LANE

BRISTOL BS10 5JJ

e: info@villvilla.com

30th September 2004

Mrs Edith Lewis,

34 Sheffield Street

Rochester.

Re: Holiday in Corfu Complaint.

Dear Ms Lewis,

**Thank you for your letter of** 18th September. **I was sorry to hear** that you were disappointed by the service you received on your holiday.

**I have investigated your complaint** that the villa was not cleaned by the maid on the last two days of your holiday. I have spoken to our representative in Corfu and it seems that **the** **problems were due to the fact that** the maid was ill. **Unfortunately**, we were not able to find a replacement at such short notice.

**Please accept my sincere apologies**. **I can assure you** that **we will take steps to ensure** that this does not occur again. **As a sign of goodwill, I enclose** a brochure for next year and a voucher which entitles you to 10% off the advertised price of any holiday booked before 31st January.

Yours sincerely,

P Person,

(Customer Services Manager)