

674 Chestnut Street
Philadelphia, PA 19098

August 21, 2004

REF: 2347/PP./990

The Director
SunFun Co.
251 Walnut Street
Philadelphia, PA 19029

Dear Sir/Madam

This July my husband and I spent a week, from July 12 to July 19, in your SunFun "luxury hotel" in Miami. Our room was hardly luxurious. The shower did not work and was not repaired until the last day of our vacation, despite persistent complaints. The room was directly above the kitchen, so we were unable to sleep at night because of the noise, and there was a heavy smell of cooking at all times. The hotel was not, as your brochure described, 5 minutes' walk from the sea, but nearly 30 minutes.

Our tour representative refused to move us to another room, and would not even listen to our complaints. I wish to claim \$250 (half the cost of the vacation), which I am sure you will agree is fair compensation for our ruined vacation. I await your prompt reply.

Sincerely yours,

Mrs R. Divine

A handwritten signature in cursive script that reads "Ruby Divine". The signature is written in dark ink and is positioned to the right of the typed name "Mrs R. Divine".