**Re: Official complaint in respect of Premier Inn at Gatwick North.**

I am writing to you direct as I am extremely disappointed and upset at your procedure for the booking of rooms at the Premier Inn, Gatwick North.

My husband and I booked a holiday to Cyprus and the flight home didn’t arrive into Gatwick South until approximately 2.a.m. on the 10th/ 11th September. So as not to disturb my daughter to come and pick us up at the airport at that time of night we decided to book a room at the Premier Inn, Gatwick North. I booked well in advance of the due date and contacted the Premier Inn by telephone to let them know that we would be arriving on the 11th at approximately 2.00 a.m. They responded by assuring me that a note had been made on my booking form to say that I would be booking in late.

On arrival at the Premier Inn in the very early hours of the 11th, there was a large queue of people waiting to book in. I took it upon myself to check in at the computer in the reception area, but is displayed a note saying that I couldn’t check in by that route and that that I had to go to reception to check in. The receptionist was informing people before me in the queue that their rooms were not vacant. The names of some of the people were Rob Burgin BBPR353135, Catherine Hill and Mr & Mrs Hurley. Mrs Hurley did inform me that she also had telephoned to say they would be late. They were informed that they would have to wait in Reception until some of the residents vacated their rooms. I was horrified as to what I was hearing. When it was my turn to be attended to I was also informed that I didn’t have a room also. I explained to the receptionist (a gentleman called Krist) that I had telephoned well in advance of the booking to let them know that I would be late. He informed me that the note had been made on my booking, but there was still no room available and had been given to someone else. ( With regard to my telephone conversation with your receptionist at Dunstable, yesterday she also confirmed that a note had been made on my booking at I would be arriving late)

I was horrified that this sort of thing could happen anyway. If someone books a room, surely that room should be ready as from 2.00 on the day until 12.00 the next day and should not be re-let. Surely this is an illegal practice and fraudulent to take two payments for one room!!!!!! My husband and I were extremely tired and exhausted after a long journey and just wanted to get some rest. We were told by Krist to wait with the other people. One of the receptionists took orders for beverages which didn’t arrive at reception. We were finally given a room at 4.30. We had to leave at 8.30 so only managed to get a few hours sleep. We were totally exhausted. We were given a refund and a free breakfast, but the breakfast was stone cold, the bacon was like cardboard and this gesture didn’t make up for the inconvenience we endured.

This is not good enough as you have a motto of “Guaranteeing a Good Night Sleep” which was definitely not the case as we didn’t have a room to have a good night sleep in the first place.

I have re-read your terms and conditions and I adhered to those terms when booking my room so I would like a full investigation and explanation as to what happened. I would like to know which room was allocated to me at the time of my booking. I did hear that a company had overbooked 16 rooms, so was one of these rooms ours?

I have used the Premier Inn over the last few years quite a lot as I have to visit my mother who is in a nursing home in Teesside and have always found good service and was extremely annoyed and upset at the way we were treat at the Premier Inn Gatwick North, and not even having a room when it was booked and paid for online well in advance of my date.

I await to hear from you,.

BOOKING REFERENCE BBPR350855

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14th September 2014

Andy Harrison

Whitbread Court

Houghton Hall

Business Park

Porz Avenue

DUNSTABLE

LU5 5XE

Dear Mr Harrison

Attached hereto is a formal complaint I wish to make with regard to The Premier Inn at Gatwick North.

I rang your office yesterday and was informed that the details of the complaint would be forwarded to your P.A. by one of the receptionists. The receptionist said she was not allowed to divulge any names so I am sorry I cannot provide her or your PA’s name as a reference.

Yours faithfully

Mrs Yvonne Husseyin

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Cc Richard Baker, Chairman Whitbread Court, Dunstable