49 Allington Drive

Rochester

Kent ME2 3SZ

30th September 2014

Ref: 1563643

Andy Harrison

Whitbread Court

Houghton Hall

Business Park

Porz Avenue

DUNSTABLE

LU5 5XE

Dear Mr. Harrison

I was extremely disappointed that you didn’t acknowledge my letter, personally and it was passed to Kalli Horn, Senior Guest Relations Advisor to respond to.

In response to her letter, copy attached, (I am not sure whether a copy has been passed to you or Richard Baker, as there is no evidence of it being c.c.’d to you ), I would reply as follows-

With regard to the hotel being overbooked due to a systems failure I would like to inform you that when I rang the Premier Inn at Gatwick to inform them that I would be arriving late, they thanked me profusely as they stated that if a customer **did not** arrive by 5.00p.m. (which I do not agree with as you are obtaining two payments for one room, which is surely unacceptable) on the booked day they assumed that that person would not be arriving and the room would be booked to someone else. As far as the other unsatisfied customers are concerned, due to the fact that they hadn’t informed you that they were arriving late I can see why they didn’t have a room (with regard to your policy), but surely this would not have caused a systems failure in respect of my booking as **I did** telephone you prior to my arrival to let you know that I would be arriving early hours of the following morning, which was on my booking form on the computer when I arrived**,** Surely your system must be programmed to allow it not to override a booked room that has been doubly confirmed as a definite booking to beoccupied on the specific date/dates. I definitely have not read this in your terms and conditions anywhere that a room could be re-booked if you do not arrive by 5.00 p.m. Would it be possible to send my a copy of these terms. I would appreciate you investigating the matter further and await your reply.

Yours faithfully

Mrs Yvonne Husseyin

Tel: 01634 723280

E.Mail [eve41@live.co.uk](mailto:eve41@live.co.uk)

c.c. Richard Baker, Chairman

Kalli Horn, Senior Guest Relations Advisor