



You are studying in London as an exchange student and want to be more familiar with the city. You read this advertisement on the Internet and decided to participate in the tour, but you were not satisfied.

*London Bike Tour*

Explore London by bike, and enjoy the city in a different and highly entertaining way.

The *London Bike Tour* is a much more exciting way of exploring the city. You will be provided with a bike and guide, and escorted on a tour through the cycle routes, side roads and alley-ways of the capital.

**Departure Point:** Gabriel's Tower

**Duration:** 2.5 - 3.5 hours

city centre only!

arrived late!

crowded with tourists!

£15 per bike!

only 1 hour!

Write a **letter of complaint** of between **120 and 150 words** to the organizers. Write about **ALL** the points you have underlined with the help of the bubbles. Explain each point in a minimum of 2 clauses or short sentences, one of which should include your own idea. Do not write any dates or addresses. Finish your letter as appropriate but do not write any name underneath.

Count and then write the number of words here:

Dear Sir/Madam,

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## MINTAMEGOLDÁS

*Dear Sir/Madam,*

I am writing to complain about the London bike tour you advertised on your website.

First of all, the departure point was not a good choice because this place was full of tourists and it was extremely difficult for me to find the group. In addition, your guide did not come on time. To our annoyance, we had to wait for him more than an hour. Also, you failed to mention that the bikes were not free. It was embarrassing for me to borrow money for my bike from other participants. Furthermore, the tour took place in the city centre only, so we were not able to discover London for ourselves. Finally, the tour was shorter than I expected, so we saw only some of the most famous sights of London.

I would appreciate it if you could offer me another tour in compensation. I look forward to hearing from you soon.

Yours faithfully,