Copycourse – April 2019 – Zurich

Dear Mr Ron Peterson,

I recently stayed at one of your hotels and request a refund for a phone call charge during my stay given the unreasonable rate your company has charged me.

I  stayed for three nights at the Royal Gloucester Pringle Hotel in London in April. Unfortunately I lost my mobile during my stay and had to make an urgent call to my ailing parents. The cost for my 11‐minute call to Italy was £520!  I believe this is a 3000 percent mark‐up on what would have been your companies actual cost.  Previously, I have stayed at another local hotel (Army and Navy Club) where their rates are a tenth of yours.  There was no card next to the phone warning me of the excessive rates you charge.

I have contacted the English Tourist Authority to express my concerns that your hotel is able to raise these unreasonable charges without adequate notification to your guests. They have heard similar stories and are looking into this matter.

Despite the low pound, my friends tell me that London has a long established reputation for over‐charging. It seems that only people on business and the super-rich can afford to use a hotel phone such as yours.

I kindly ask that you consider my comments above and send me a full refund of £520 to recompense me for my unfair treatment from your hotel and help me to believe your company treat tourists with respect.

Your faithfully

Dear Mr. Peterson,

I recently stayed in the Royal Gloucester Pringle Hotel during a business trip in London for three nights. The hotel recommended to me by my secretary as an alternative to the places I usually stay. The room and the service in general were very good.

As I lost my mobile phone on the last night, I used the hotel’s room phone to make a 11-minute call to Italy. I was charged £520 the other day which seems unreasonable high. The lady on reception advised I contact you directly.

I enclosed a copy of my receipt and a copy of the usual rates for a phone call like this. The charged amount is about 3000 percent mark-up what it cost the hotel. I fully understand that you need to charge an extra amount.

I trust however that in terms of treating customers fairly you will consider to recharge part of the money to me.

Please find my bank details attached.

Looking forward to your reply

Sincerely

Dear Ron Peterson (Chairman)

**COMPLAINT – HOTEL ROOM OVERCHARGING – 18th to 21st March 2019**

I am writing to complain about the scandalous overcharging for use of a telephone during my stay at the Royal Gloucester Pringle Hotel in London.

Having taken advantage of the automated check-out process, I only this week became aware of a telephone charge on my hotel bill of £520. This charge was not brought to my attention and debited directly to my credit card without my knowledge.

Not only are the telephone charges excessive, a mark-up of 3000% on a typical bill of this type, the pricing and conditions were not clearly communicated. Having complained to your hotel, I was informed that the call charges can be found in the menu system of the television, but this was not clear and I could not have reasonably expected such excessive charges to have been made for such a short call.

Per **Thornton v Shoe Lane Parking Ltd 1970**, the terms and conditions of a contract must be clearly communicated and agreed by both parties to a contact before it can be considered made. Hiding the excessive and unfair charges in the menu system of a hotel room television cannot be considered a reasonable way to communicate the terms of the contract to use your in-room telephone.

I am a frequent traveller to London and this was my first time using your hotel chain. I had hoped to bring more custom your way, including adding you to our list of preferred suppliers for my company. However, you have failed to impress with your sharp practices and lack of customer centric practices.

I look forward to hearing from you regarding this matter and importantly on how to propose to refund me for the overcharge on my bill.

Yours sincerely

Dear Mr. Peterson.

I stayed in your beautiful estate last week. After my stay I got a phone bill over 520£ for an 11 minute call which must be incorrect. I have asked my credit card company to cancel the transaction. Please send me a bill for the correct amount.

Yours sincerely.

Dear Ron Peterson,

My name is \_\_\_\_\_\_\_\_\_\_ and I stayed three nights in your hotel last week, the Royal Gloucester Pringle Hotel in London. Unfortunately, during my last night stay I lost my mobile phone and I had no option but to place a call using the line phone in my room. To my big surprise the charge for an 11 minutes call to Italy was of $520, and excessive amount for an international call that I calculate to be around 3000 mark up for what the telecom company may be charging you.

I complained to the front desk and they plainly said that the charges are listed on the room television information page, what it seems to me like a poor answer. Effectively if you are willing to charge abusive fees to make phone calls, at least be sure that your guests are aware of them before placing a call and not after the damage is done.

Given this situation, I would kindly expect a refund of part of the fee charged to me, to the amount that makes the charge a fair price and not an abuse. Actually, I travel frequently to London for business purposes and many of my colleagues in the company I work for do the same. We usually stay at other hotel but due to a booking error from my assistant I ended up in yours, but be assured that given the unfortunate event I had to go through in your hotel, actually the only negative experience I had there, I will make sure that anybody in my company be aware on how you treat guests.

Sincerely,

To: Roy Paterson

Subject: Important Customer Feedback

Dear Mr. Peterson

I am a first-time customer of Royal and stayed in room 313 during 25 to 28th March 2019. While I had a comfortable stay at your hotel, I raised my concerns to your receptionist upon check-out on 28th March regarding the charges applied to an 11-minute phone call to Italy costing £520, which was clearly excessive by any standard.  However, apart from informing me that the relevant charges were stated on the television front page, no further follow-up action was taken by your staff.

Due to loss of my mobile phone, I had to make an urgent phone call from the hotel to Italy to discuss an important business issue. As a frequent traveler, I would expect that a reputable hotel chain like Royal would charge a reasonable price as such service is offered by the hotel to provide convenience for its customers.  However, the charges were about 3000% more than what I normally was required to pay for making similar calls at comparable hotels, such as Army and Navy Club.  Besides, when I lodged my complaint, I would expect that my feedback would be considered and taken seriously.  However, it had not happened, and therefore I am writing to you directly, and trust you will consider my special circumstances, and exercise your discretion to provide a refund of £500, which is net of estimated phone charges based on my extensive research.

Your early reply by 8th April 2019 will be greatly appreciated.  I believe Royal is a reputable hotel chain which provides top notch customer service, and I am confident that we could resolve this matter in a timely manner based on mutual agreement, without the need to pursue this further through other channels.

Yours sincerely

Dear Mr Peterson

I am writing to you concerning the charge I received for using the telephone service in your Royal Gloucester Pringle Hotel in London for an overseas call. I’m seeking some money back to restore my faith in your company.

As a Senior Executive working for an international company I travel extensively and had the pleasure of staying at the hotel for the first time for three nights recently. I also had the mis-fortune to lose my mobile phone on the last night of my stay and with the need to make a business call to Italy had to make use of the phone in my room.

Upon check out I found that I had been charged £520 for an 11 minute call. This took me aback somewhat and was told by the receptionist that the tariff for such calls was displayed on the TV screen in my room. She did understand that I was upset by this charge, but said she could not help me personally and suggested that I write to you.

I fully understand that there is a cost to your business in offering such a service to your customers and that as a business, you need to make a sufficient margin for this. However, I feel that this is a significant mark up and would ask how you would feel in receiving such a charge?

If you feel that this is simply the cost of doing business and that you also feel that you had made me aware as a customer of such a charge, then I will accept it and move on. However, I will find it very difficult to either use your services in future or recommend your hotel chain to friends and work colleagues.

It would be a real shame that my first experience of staying at one of your hotels was sullied by this charge and as a result could be my last.

I’d appreciate an opportunity to discuss the matter with you personally.

Best Regards

Dear Ron Peterson,

I am writing to tell you about the most outrageous experience I suffered while doing business trips. I stayed for the first time at the Royal Gloucester Pringle hotel in London, as even though I travel frequently the hotel was not known by me before, so this time I gave the hotel the opportunity to surprise me, unluckily this ended up being a very bad surprise.

While having an overall good experience, everything changed by the time I saw during my departure that **an 11 minute call to Italy costed me £520**. No errors occurred; this is what the hotel charges to customers, being probably a**3000% mark-up** over its actual cost. I just made this call because I lose my mobile in a taxi.

I do not need to explain the feelings that I had after being ripped-off in such a way, and having a non-sense discussion with the front-desk employee, that had no valid arguments to justify this outrageous price. Now in my mind I erased the enjoyable stay I had and now associate your hotel name with one of the worst experiences ever.

I still think that a person like you would understand the situation I lived and consequently proceed to reimburse an amount to a much more reasonable pricing and improve this process so no future customer needs to suffer this again.

Otherwise, I’ll need to continue my conversations with the English Tourist Authority and no needless to say that it will be my last stay at your hotel.

Thanks in advance for your cooperation and kind regards,

Dear John,

Thanks for providing me with the attached invoice. Except for the telephone charge “XY” I am fine with the invoice.

The telephone charge has been wrongfully recognized to my account and I kindly request you to remove it and then re-submit the invoice.

Thank you.

Best regards

Chairman

Royal Gloucester Pringle Hotel

London

Dear Sir

Stay from 15 to 18 March 2019 – Telephone Cost

I am writing to request a refund. The invoice for my stay included a charge of £520 for an 11 minute call to Italy. I am sure you will agree this is an excessive charge and does not reflect well on the hotel. I estimate that it represents a 3000% mark-up. I trust that you will provide an appropriate refund.

Best regards

Dear Mr. Peterson,

There is a significant problem with how the Royal Gloucester Pringle hotel chain treats its customers of which you should be aware of, and action on.

While staying at your Royal Gloucester Pringle Hotel in London for the first time recently, I paid 520 pounds for an 11‐minute call to Italy made from the hotel phone.

This is an outrageously high charge for a basic service delivered. In addition, there was insufficient transparency around how your hotel charges for phone calls and your staff referred me to the hotel TV as the only reference point for these charges – clearly not enough.

Overall the stay was quite pleasant; I would consider staying there again, and recommending this hotel to my friends and business partners. However, this particular business practice your hotel demonstrated is inacceptable and I am therefore requesting a refund of the 520 pounds (credit card account details attached to this letter).

Best regards,