



## R & T Tours Official Complaint Form

Dear Customer,

We are sorry that you have cause to complain. R & T Tours will endeavour to answer all queries within 28 days of your return from your football tour.

As we carry out a full investigation however, it may take longer until your issue is dealt with. We thank you for your patience in the meantime.

Before you make a complaint, please check the Frequently Asked Questions on our website <https://footballtournaments.co.uk/faq> or read the important notes section below to ensure that your complaint is valid.

Please email your complaint to your group leader and if your complaint concerns accommodation, please state the unit number you are allocated in full, including the area on the holiday park if applicable ie. Fern 26. Please note, we are unable to deal with accommodation issues after the event if we do not have this information.

If your complaint regards other issues, please provide as much detail as you can, for instance the time and date of the issue, which staff member was spoken to etc.

Your group leader must forward your complaint by email to [soccer@rttours.com](mailto:soccer@rttours.com) .

All replies will be sent by email to your group leader.

Kind regards,

The R&T Football Tours Team



## Important notes regarding complaints and accommodation issues

Many accommodation issues we are faced with after the event are based on a misunderstanding of typical layouts of sleeping accommodation allocated to groups, or about general accommodation expectations.

In order to avoid unnecessary correspondence, please read the notes below about your accommodation, prior to making a complaint.

We cannot accept complaints which relate to these issues, which are explained in full on our website. All complaints **MUST** be made within 28 days of the tournament end date, after which point we are unable to enter into correspondence.

Our UK tournaments are based at holiday parks at popular locations throughout the UK. The facilities and attractions vary from park to park, but generally include:

A varied range of day and evening entertainment – A range of optional sport, leisure, entertainment attractions and facilities – Catering facilities including bar area.

Typically they include:

Lounge area with colour TV and gas or electric fire (nb: heating is NOT guaranteed in bedrooms).

A fully equipped kitchen with cooker and fridge. Bed linen and duvets. Bath or shower room.

Accommodation on offer ranges in both standard and style from basic caravans and chalets to luxurious lodges and bungalows. With some of the parks, R & T Tours have negotiated a single unit price, based on the berth size and NOT the type or specification of the individual unit. It is necessary therefore for us to retain the flexibility to allocate a variety of units to each party, which may differ in terms of their style, age facilities and location, within the same park, and could result in differing accommodation types within your group.



If you are at a park which lists standard or superior rather than a specific accommodation type, style and type can vary within the accommodation provided, and thus in one team clients staying in standard or superior accommodation can experience differences in their accommodation, which could include several different types such as comfort, bronze etc for Standard and silver and gold type units for instance as Superior.

It is not always possible to keep groups together on a park and therefore, whilst we will always do our best to assist, we do not offer any guarantees in this respect.

#### **Typical 4 Berth Accommodation:**

1 room with double bed plus 1 room with twin beds **OR** 1 room with double bed plus 2 foldaway single beds **OR** 1 double foldaway bed in the lounge area.

#### **Typical 6 Berth Accommodation:**

1 room with double bed plus 2 rooms each with twin beds **OR** 1 room with double bed plus 1 room with twin beds and 2 foldaway single beds or 1 double foldaway bed in the lounge area.

#### **Typical 8 Berth Accommodation:**

1 room with double bed plus 2 rooms each with twin beds and 2 foldaway single beds or 1 double foldaway bed in the lounge area