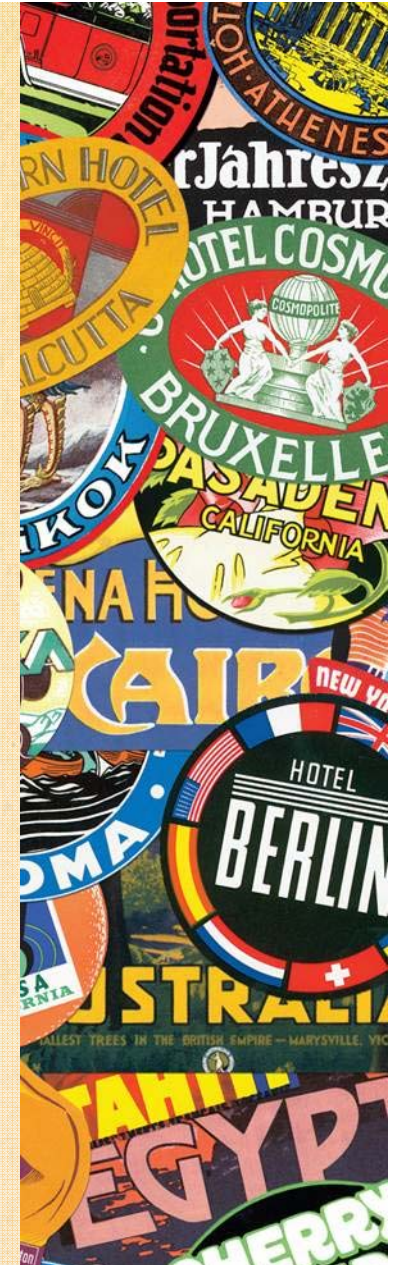


Some Complaints From Non-satisfied Customers

These are actual complaints received
from dissatisfied customers by
Thomas Cook Vacations



DREAMING OF A DESTINATION?



"I think it should be explained in the brochure that the local convenience store does not sell proper biscuits like custard creams or ginger nuts."



DREAMING OF A DESTINATION ?



"It's lazy of the local shopkeepers in Puerto Vallarta to close in the afternoons. I often needed to buy things during 'siesta' time -- this should be banned."



DREAMING OF A DESTINATION ?



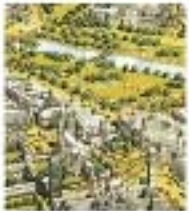
3. "On my holiday to Goa in India , I was disgusted to find that almost every restaurant served curry. I don't like spicy food."



DREAMING OF A DESTINATION ?



"We booked an excursion to a water park but no-one told us we had to bring our own swimsuits and towels. We assumed it would be included in the price."



DREAMING OF A DESTINATION ?



"The beach was too sandy. We had to clean everything when we returned to our room."



DREAMING OF A DESTINATION ?



"They should not allow topless sunbathing on the beach. It was very distracting for my husband who just wanted to relax."



DREAMING OF A DESTINATION ?



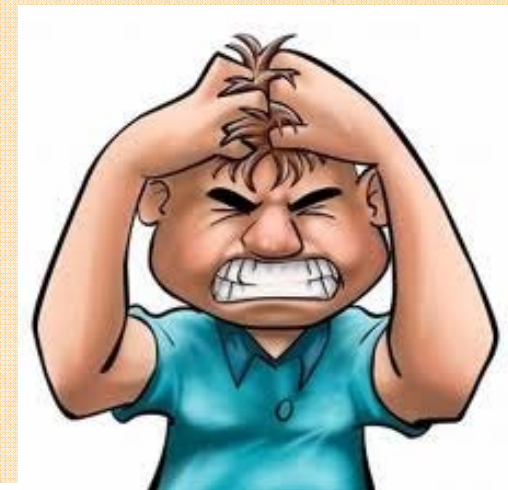
9. "Although the brochure said that there was a fully equipped kitchen, there was no egg-slicer in the drawers."



DREAMING OF A DESTINATION ?



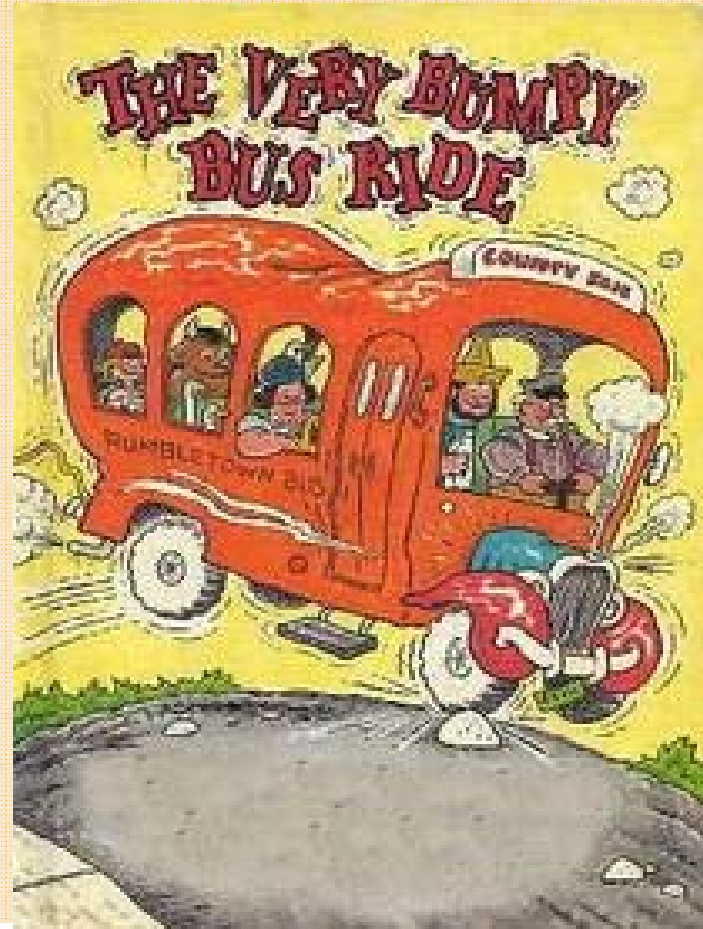
10. "We went on holiday to Spain and had a problem with the taxi drivers as they were all Spanish."



DREAMING OF A DESTINATION ?



11. "The roads were uneven and bumpy, so we could not read the local guide book during the bus ride to the resort. Because of this, we were unaware of many things that would have made our holiday more fun."



DREAMING OF A DESTINATION ?



"It took us nine hours to fly home from Jamaica to England. It took the Americans only three hours to get home. This seems unfair."



DREAMING OF A DESTINATION ?



"I compared the size of our one-bedroom suite to our friends' three-bedroom and ours was significantly smaller."



DREAMING OF A DESTINATION ?



15. "There were too many Spanish people there. The receptionist spoke Spanish, the food was Spanish. No one told us that there would be so many foreigners."



DREAMING OF A DESTINATION ?



"I was bitten by a mosquito. The brochure did not mention mosquitoes."



DREAMING OF A DESTINATION ?



"My fiance and I requested twin-beds when we booked, but instead we were placed in a room with a king bed. We now hold you responsible and want to be re-reimbursed for the fact that I became pregnant. This would not have happened if you had put us in the room that we booked."



DREAMING OF A DESTINATION ?