

## HAYLLAR MUSIC TOURS COMPLAINTS FORM

### 1. YOUR CONTACT DETAILS

Title

Address

First Name

City

State

Last Name

Postcode

Country

E-mail

Phone

Preferred method of contact:

- Phone
- Email
- Mail

### 2. DETAILS OF YOUR COMPLAINT

- Products or Services
- Website
- Documentation
- Visa / Passport
- Ticket / Itinerary / Transfers
- Contact Centre
- Misleading Conduct
- Deposit / Pre-Payment / Cancellation
- Refunds
- Pricing

Other (please specify)

Summary of Complaint

### 3. OTHER DETAILS

Name of the person you have been dealing with about your travel service (if known)

Have you spoken to any of our staff about your complaint?

Yes

No

If yes, please provide details:

### 4. REMEDY REQUESTED

No, I do not require return contact, this is for feedback purposes only

Yes

### 5. SIGNATURE AND DATE

Signature

Date

List of enclosed documents (if any):

You can contact us on the details below if you have any questions.



[www.hayllarmusic tours.com](http://www.hayllarmusic tours.com)



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