

1. Read the letter and answer the questions.

- a. Why is Roy writing the letter?
- b. Was Roy happy with his holiday?
- c. Were the hotel staff helpful to Roy?
- d. Was the hotel full?
- e. What two things does Roy want from the travel company?

2. Complete the sentences.

- a. Roy had to pay for an extra
- b. There was only one
- c. They wanted to change rooms because
- d. The hotel didn't give them another