

18th December 2013

Mrs C M Stratton
18 Oak Grove
Easton in Gordano
North Somerset
BS20 0LN

Dear Mrs Stratton,

Reference: Your Willerby Holiday Home – WB2646/010

Thank you for your patience whilst I have investigated your letter received 7th October 2013.

I would like to make you aware that I have been in communication with Adrienne at Surf Bay Leisure and discussed every point that was raised in your letter.

Unfortunately we are unable to assist in this matter as the Holiday Home is completely out of any warranty period.

I do apologise for any inconvenience that this may cause.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jo-Ann Weaver'.

Jo-Ann Weaver
Customer Service Administrator

Willerby Holiday Homes Ltd.

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