

You have just returned from a trip to Canada. You flew there and back with *Rockies Air*. You decide to write to the airline and complain about your flight and ask for some money back.

Read the advertisement and the notes you have made. Then, using this information , write an email of complaint to the airline. You may add other points of your own.

Fly Rockies Air to Canada

Our offer:

- ▶ *3 flights a day*
- ▶ *comfortable seats with lots of legroom*
- ▶ *friendly flight attendants*
- ▶ *wide variety of meals — special diets are no problem*
- ▶ *the latest in-flight entertainment*



Notes:

- late boarding
- staff not very polite
- no vegetarian food for me
- old film
- pay for extra luggage