

Dear Mr Wilden,

I am writing this letter asking for an explanation regarding the concert I attended with my friend, I must complain about your person, Boyglow, and Fairplay.

With a friend, we bought tickets for the big 'one-night-only' concert a few months ago. No sooner had we bought the tickets than we were thrilled by this magical event.

First of all, we were disappointed by the dreadful experience and treatment we received after the concert; seldom had I ever been treated that badly. As clients, we found nothing more than anger due to several reasons. First, the cost of the tickets was over the moon, \$25 is too much for that concert's quality; for example, a well-recognized band is coming in July and the prices are cheaper. Second, it is essential that the supporting band play less than the band that one is expecting. Last but not least, there was a problem with the chosen venue, as we could not buy drinks because nobody was selling due to the small size of the hall. Also, the other reason that shows the bad venue was the number of seats, there were none.

Since we could not reach an agreement, I must ask for appropriate action. I would ask to do the concert again but we all know that it is not possible. However, I would like a refund for the horrible event that you carried out, tickets for the next available concert, and some extra money as compensation for the treatment we received when the show ended. I will expect your answer to my letter soon.

Yours sincerely,