

Dear Ms Banks,

I am writing to complain about the holiday I had in one of your caravans in Whitesands last week (15th–22nd March).

I was looking forward to a relaxing week away with my family, who were all excited about staying close to the beach. My children were very pleased that there was an indoor pool and my husband and I were confident they would enjoy the entertainment in the evenings. The brochure showed beautiful landscapes, the caravans looked pristine and the booking process was easy. We saved hard to afford our first holiday. We thought it would be, as the brochure states, 'a little piece of heaven on Earth'.

How wrong we were! It was apparent when we arrived that there had been some miscommunication during the booking process and we were allocated a caravan with only one bedroom. We had originally booked a two-berth caravan but amended the booking to a three-berth so that my two children could have their own rooms. Our concerns were met with complete indifference from the receptionist, who said we must have booked the one-bedroom caravan in error. When we requested different accommodation, the receptionist laughed and told us they were all fully booked. She just offered us a camping pitch and an old tent that had been discarded the previous season, which was obviously not an acceptable solution.

We therefore had to endure a whole week of two adults and two children sharing one double bed in a caravan. It was as comfortable as living in a sardine tin. It was not fun. It was not cosy. It was not like an adventure, as your receptionist had tried to tell us. It was horrendous. My children slept for the first part of the night until we went to bed, which inevitably woke them. They struggled to get back to sleep and then, when they did, my husband and I found ourselves on the verge of falling off the already diminutive bed.

It was hot and stuffy with four of us sharing the same bed in the same room but we couldn't open the window because immediately outside were the filthy, overflowing bins which sat adjacent to the clubhouse. The bins stank from all the stale food and we were afraid that the rats who were scratching about looking for scraps might squeeze through the gap and enter the bedroom. What a terrifying thought.

Something else that prohibited us from opening the windows was the noise from the clubhouse. The music from the disco was so loud it resulted in the caravan doors reverberating with every beat. Needless to say, my wife and I did not sleep at all and my children were irritable all week from insufficient sleep.

Match each word with another word which has a similar meaning.

discarded

unavoidably

diminutive

assigned

allocated

disinterest

inevitably

minute

indifference

abandoned

Write a short summary of the problems within the letter in no more than 40 words.

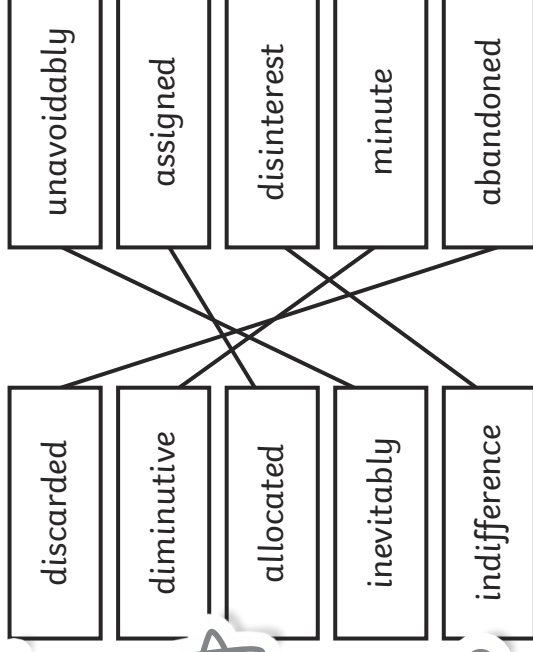
Find a simile in the text.
What is its purpose?

Find an example of repetition in the text.
What is its purpose?

What reasons did the writer give for them not opening the windows during the night?
Find two.

Write down two things that enticed the writer to book the holiday in the first place.

Match each word with another word which has a similar meaning.



Write a short summary of the problems within the letter in no more than 40 words.

Answers will vary, but should include the main points. For example:

The holiday booking went wrong and the family ended up with a one bedroom caravan. They couldn't open the window because of the noise and the smelly bins. They slept badly and the children were grumpy.

Find a simile in the text.
What is its purpose?

It was as comfortable as living in a sardine tin. This shows just how small the caravan was and it shows that it wasn't comfortable at all.

Find an example of repetition in the text. What is its purpose?

One answer from the following:

- **It was not fun. It was not cosy. It was not like an adventure...**
It reiterates to the reader all of the things the experience was NOT, so we have an understanding of how horrible the experience was.
- **the same bed in the same room...**
This emphasises that not only was it the same room, but it was also the same bed, so the repetition shows that it's like a double disappointment for the family.

What reasons did the writer give for them not opening the windows during the night?

Find two.

Any two from:

- **The bins were overflowing and stank.**
- **They were afraid that rats might come in through the window.**
- **The music from the club house was too loud.**

Write down two things that enticed the writer to book the holiday in the first place.

Any two from:

- **They wanted to stay close to the beach.**
- **There was an indoor pool.**
- **There was evening entertainment.**
- **There were beautiful landscapes.**
- **The caravans looked very clean.**
- **The brochure stated it was 'a little piece of heaven on Earth'.**

We hope you find the information on our website and resources useful. As far as possible, the contents of this resource are reflective of current professional research. However, please be aware that every child is different and information can quickly become out of date. The information given here is intended for general guidance purposes only and may not apply to your specific situation.



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