

Cheat and Swindle Holidays

Role card A – Holiday makers

We want our money back!

You booked and paid for your dream holiday with Cheat and Swindle Holidays after you had saved up for two years. You wanted to go for a relaxing three week break in an idyllic tropical island paradise, but instead you ended up in a dirty hotel with rude staff. Here are some of the things that went wrong:

- Swimming pool had no water
- The flight was delayed, and while on the plane you were expected to eat the most revolting food ever, not to mention being sat next to a man who slept for hours and snored like a motorbike
- You had been told that the hotel was Five Star and next to the beach, when in reality there were cockroaches and you needed a telescope to see the sea
- The room was over the disco, the 24 hour disco, you couldn't sleep
- The hotel restaurant charged you for meals which should have been included in the price of the holiday
- The food was good but service was slow
- The tennis courts were covered in holes
- There were dangerous snakes right next to the hotel garden

- *Now think of five more problems you can complain about. REMEMBER, YOU ARE VERY ANGRY!*

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Role card B – Travel agents

We can't agree to that!

You are a travel agent for the company Cheat and Swindle Holidays. You have been a travel agent for 20 years now, and in your time you have had to deal with customer complaints, but this time you have a couple in your office who are very angry about a terrible holiday they had.

Here is a list of some of their problems. Remember, they have more to say, this is just a start.

Prepare to meet them, think of what you can say to them, but at all costs, you do not want to give them a refund!

- Swimming pool had no water
- The flight was delayed, and while on the plane they were expected to eat the most revolting food ever, not to mention being sat next to a man who slept for hours and snored like a motorbike
- They had been told that the hotel was Five Star and next to the beach, when in reality there were cockroaches and they needed a telescope to see the sea
- The room was over the disco, the 24 hour disco, they couldn't sleep
- The hotel restaurant charged them for meals which should have been included in the price of the holiday
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