

Pupil A

This collection includes:

- A) a non-chronological report
- B) dialogue between 2 characters
- C) a narrative
- D) an argument
- E) a newspaper report
- F) a hotel brochure, a review and the hotel's response to the review

Key stage 2

Pupil A – Piece A: a non-chronological report

Context: pupils examined examples of non-chronological report writing, before selecting and researching their own animal species to report on.

Pandas

The giant panda is part of the bear species originally from China. Their black and white pattern makes them easy to distinguish from their cousins - the red panda. In recent years, the number of giant pandas has decreased rapidly: with only 1864 remaining in the wild and less than 600 in captivity.

Diet

A panda's diet consists predominantly of bamboo roots, of which they eat 26-84 pounds ~~of~~ per day. Containing many nutrients, bamboo roots are a good source rich in sustenance. Around 10% of a panda's diet is from other forms of nourishment, such as small rodents, although this ~~isn't~~ is not by choice: during the hottest summer months (July and August), bamboo roots are scarce due to drought and the panda must turn to alternatives. These black and white mammals drink an average of 5 litres of water per day and this is increasing: the effects of climate change are resulting in climbing temperatures and dehydration poses a real modern-day threat.

Cubs drink milk from ~~fr~~ their mothers, with those in captivity drinking an alternative milk mixture composed of cow and sheep milk. Since their teeth have not yet formed, a cub ~~s~~ is prohibited from

eating bamboo and instead can only supplement their milk intake with soft options such as marshmallow root and grass.

Habitat

The panda's primary habitat is in the forests of south China. Historically, the forests found in this region have been ideal and panda populations have thrived. However, in more recent decades, the forests have become overpopulated, seeing pandas pushed to the fringes of nearby towns and villages which has angered the human inhabitants.

Consequently, this led to a culling of wild pandas in the 1990s, the overhunting of which saw a steep decline in numbers. In 2010, the Chinese government passed new laws designed to protect the panda population and since then, numbers have been rising steadily.

Adaptions

Every panda must adapt to suit the environment surrounding them. When it is winter, the temperature drops to around -1°C and in the summer it rises to a peak of 40°C . ~~so~~ When the weather changes the pandas have to adapt to suit it. In the winter, the bamboo hardens, so the mammals grow large molar teeth to crush the bamboo sticks. Pandas normally have thick coats of fur - in the winter their coats get even thicker as the temperature drops.

Predators

When the panda cubs are first born, they are helpless which consequently makes them simple

prey. Most land animals living in the vicinity feast on these innocent cubs, including snow leopards, feral dogs, yellow-throated martens and the Asian black bear. The only non-land animal who may pounce on the cubs are eagles, who pick them up in their beaks, then fly them back to their nests to devour them there.

As the pandas grow, they stop being prey and begin to be predators. Small rodents and pikas, eaten by grown pandas are caught as a result of a technique the bears use known as paw-holing. Pandas reach down into the burrow of the small mammals to retrieve them with their sharp claws, piercing them deeply and killing them almost instantly.

Life Cycle

Baby pandas are born alive, white and helpless, also weighing very little (100g). They start to develop their black and white pattern after a month; they begin crawling at three months. At six months, their teeth are fully developed, so they can start eating bamboo roots with ease.

At 2 years, the pandas grow in independence and consequently leave their mothers at this age. They start breeding at 4 and 6 years (females 4, males 6), and their gestation period lasts 3 to 5 months.

Due to the weather being the warmest and most suitable for the cubs, their cubs are predominantly born in August.

In the wild, pandas are able to live between 15 and 20 years. Conversely in captivity they can live up to 20-30 years as there are less

dangers encountered^{or}. At the end of their lives, they can weigh between 70-120kg.

Key stage 2

Pupil A – Piece B: dialogue between 2 characters

Context: pupils examined an extract containing dialogue from 'Prince Caspian' by C.S. Lewis and then selected a title of their own. They chose 2 characters and imagined an argument between them to write as a dialogue.

As the Gryffindor Quidditch team strolled onto the training field, they were stunned to find that the Slytherins were already there, flying around on their new Nimbus 2000s. Gryffindor's captain, Wood, shouted at the opposing team to get off: they had booked out the field. As they descended from the sky, Harry's enemy, Malfoy, approached him - with the snarly, sinister ^{look} that was permanently plastered on his face.

"You're still on the team?" Malfoy sneered at Harry in his usual obnoxious voice.

"At least I got in on pure talent and didn't have to use Daddy's money to buy my way in," Harry spat back, anger bubbling up inside of him.

Malfoy's smirk quickly evaporated at the statement but was soon replaced with an even more smug grin.

"So you've noticed our new rides," Malfoy chuckled, flashing off his broom. "These are far ~~more~~ better than your Nimbus 1000 or any of the brooms your little group has."

"You don't need to have expensive brooms to be a good team," Harry addressed confidently, his arms firmly folded across his chest.

"Oh really! That's your excuse," he mocked. "Why

can't you just admit the truth? Some people on your team are too broke to afford these... like the Weasleys over there."

Malfoy was referring to the Weasley family, who had less money than others.

"And what's the point of training when you're not even gonna win the Quidditch cup!" Malfoy snorted, filled with glee because he was infuriating the Gryffindors.

"Did we not win last year?" asked Harry, desperate to keep his temper down.

"That was pure luck."

"More like skill," Harry implied, then added, "which your team clearly lack."

"C'mon guys, start warming up," Wood shouted to his team.

"If you'll excuse me, I need to start training." Harry smiled to Malfoy then began walking away.

Key stage 2

Pupil A – Piece C: a narrative

Context: pupils read the picture book 'The Promise' by Nicola Davies in which a discovery transforms the main character's life and surroundings. They were then tasked to write a story of their own based on the model text.

The Commitment

Alice lived in a city deprived of colour and light. The streets were awash with tones of grey and sepia, akin to a crumpled, torn photograph from the 1900's, but this wasn't a photograph of a happy memory captured in a single moment, but real life. A plume of darkness had been cast over the city plummeting it into darkness, stripping it of hope. The city was miserable - Alice was miserable too, as were all the residents who lived there. She made a living from stealing from others, something she had watched her own mother do when she was her age. Theft was rife here: the people were desperate for what scant good and money there was available.

There was one particular alleyway that Alice had become accustomed to using as her place to rob others - narrow, limited in light, limited in onlookers. As darkness nibbled away at the remnants of the sun, Alice made her way to her hiding spot, ready to pounce on any passerby. She stood silently between the bins that littered the sides of the alleyway, ears pinned back, listening. A ha, a familiar sound. Someone was walking down the alleyway. Alice peered over the bins to catch a glimpse of her victim: a woman, mid-thirties perhaps. And, most importantly, she was

carrying a big bag. Alice's mind began to wonder, trailing off to a land of gold and riches - or more accurately, cold, hard cash.

"Concentrate..." she whispered to herself, reigning herself back in to the task at hand.

As the woman drew closer, Alice could make out her features more clearly. An aura ~~so~~ surrounded her, but it wasn't tangible enough for Alice to put her finger on what it was about her specifically that was stirring an unfamiliar emotion within her. She looked... happy?

This, concluded Alice, meant whatever was in that bag must have been worth a lot of money. Money bought happiness. Everyone, including Alice, knew that. Without another thought, Alice pounced forward, as a cheetah would launch its self upon a defenseless gazelle. Except this wasn't a defenseless gazelle: this was a woman who, to Alice's surprise, had grit and determination to rival her own.

Alice tugged at the bag; the woman tugged harder. This wasn't going to plan. "Let go of the bag!" Alice spat through her gritted teeth, her eyes fixed on those of the woman.

"If you commit to using the contents of this bag for good," the woman spoke in a calm voice despite the circumstance, "I shall let go."

Alice could sense the seriousness of the woman's tone. Like what was in the bag was of high

importance. Whatever was in there, Alice's hunger to find out only grew stronger. "Alright, fine; I commit," she offered, her hands still tightly gripped around the bag.

Almost instantly, the woman released the bag from her grasp, smiled sweetly ~~to~~ and walked away leaving Alice feeling confused.

Alice took the bag back to the small apartment at the top of a tower block in which she lived with her mother. Spiraling her way up the maze of stairs, she vowed not to open the bag until safely in her apartment and away from any potential spying eyes.

Having firmly shut the door, tentatively she opened the bag... "You have GOT to be kidding me," she muttered as her body flooded with disappointment. Alice slumped to the floor like a sack of potatoes. A pencil. All that was in the bag was a measly pencil.

Alice tossed the useless piece of wood onto the countertop and headed for the shower. It wasn't long until the pencil had left her mind and Alice didn't touch it for the rest of the day.

The following morning, Alice's attention was drawn back to the pencil as she was preparing her breakfast. How could an inanimate object draw up so many strong feelings? It perplexed her. Without warning, Alice felt an intense urge

to pick up the pencil; she couldn't help herself from grabbing hold of it. She was compelled to go towards the wall, where the pencil, almost as if it had a mind of its own, began to draw.

As it did so, Alice watched, bemused. She was merely a spectator as the pencil guided her hand's every move. Before long, a beautiful picture had been formed before her eyes. Alice watched as the pencil changed from one colour to another, covering the wall in swashes of pink and green and blue and violet.

Alice pulled the pencil away and began to inspect the nib. It was... still grey?

"I must be imagining this," she whispered to herself, conducting her best efforts to remember if she had bumped her head recently.

Alice put the pencil back onto the wall and immediately the drawing process was reestablished. Soon, she had covered an entire wall of her home and then another. And then another.

Alice's Dad entered the living room, bleary eyed having just woken up from his post-night-shift snooze. "Alice?" he muttered, rubbing his eyes to wipe the sleep from his tear ducts. "Err, what, what's going on? Did you do this?" He traced the pencil lines on the wall nearest to him with his index finger.

"Wait, you can see it too?" she questioned. "So it's real?!"

"Alice, this is... this is amazing. How are you doing it? Where has all the colour come from? It's so... bright in here?" Alice's dad's eyes moved across the room, taking in a vision of blues and fuchsias, ochres and greens. So many shades for their eyes to experience.

Key stage 2

Pupil A – Piece D: an argument

Context: as part of a unit on 'Grimm's Fairy Tales', pupils discussed different sides of issues such as 'Are all stepmothers evil?'. They were then tasked with choosing an issue of their own to argue. Pupil A selected the real-world issue of private schooling.

Are payments for private schools justified?

Swaths of children every year attend private schools across the country before making their way on to prestigious colleges: Eton, Cambridge and Oxford. Indeed, our prime minister ~~himself~~ himself along with several other members of the government attended private school, as did many other figures of authority in a range of fields such as leading medical doctors and the country's most successful lawyers. There is no question that the achievement at private school is unparalleled to state school, but with it costing between £12,000 and £20,000 a year, is it fair? In this argument, I will be considering both sides of the argument before drawing my own conclusion.

The main barrier holding back children from attending private school is the cost incurred. The price tag for such elite education results in the vast majority of the population being unable to enrol. Children from a working or middle class background are, broadly speaking, unable to apply; frozen out due to their bank ~~balance~~ balance.

Some argue this is unfair - there are many children from lower class families whose academic achievements and aspirations are high. They ~~of~~

claim that this divide in education is at the root of inequality in the UK. From the age of 3, children's life trajectories are dependent on their parents' jobs. Only 6% of England's population get to attend private school. 95% of these children have parents who earn over £120,000; the average salary in England in 2023 is £25,971. This discrepancy creates an insular school environment where only those with money can attend, leaving bright-minded poorer children watching from the side-lines with only their hopes and dreams to console them.

Conversely, the Independent School Board argue that their pricing structure is fair and provides exceptional value for money. It is not uncommon for a private school child to have doors opened to a vast array of extracurricular activities, for example: learning to play the flute, attending ballet lessons, receiving football coaching and taking part in drama lessons performances. These activities are led by some of the most talented professionals in their respective fields; this expertise comes at a price. The class teachers themselves are hand-selected from talent pools to ensure that teaching is the finest quality and class sizes themselves are kept small. Pupils receive a broad, rich experience with regular school visits to a wide range of locations, including abroad to experience culture and broaden knowledge. This experience is what makes private schools appealing, but it is costly. The Board also argues that between 5 and 15% of

each school's intake is made up of children from less fortunate affluent background who receive places through scholarship schemes. It is therefore unjust to claim that only children from rich backgrounds can attend. Poorer children can - if they are clever enough.

Some would argue that the results achieved in league tables by private schools are not so surprising. Children born into rich families achieving academic success is not uncommon. When you have your own library and private tutor on hand from birth, the likelihood of academic success is high no matter the educational setting the child is enrolled at. Justification of fees should not be derived from exam results - it is no surprise when cherry-picking the cohorts.

On the other hand, whilst poorer children are selected based on their academic ability, independent schools would argue that a full range of educational needs can be found within their pupil numbers and it is not necessarily true that wealth equals brains. It can be argued that the small class sizes and staff expertise can lead to enhanced progress - making the fees worthwhile.

Having considered both sides of this argument, and drawing on my own experience of the application process for a place at a private school, I believe the selection process to be unfair for those from poorer backgrounds.

Having viewed several for myself, it is clear that the education and opportunities on offer are far more superior to those of a state school and it feels unfair that a poorer child should not be able to access such experiences. I believe a full review should take to determine whether the existence of private school and their fee structures has a place in modern-day society as to me it feels rather draconian and elitist.

Key stage 2

Pupil A – Piece E: a newspaper report

Context: after studying broadsheet newspapers, Pupil A selected their own topic to research and write about in a 'special report'. This piece is transcribed on the next page.

THE GREAT WAR: A YEAR LATER

A year on from the conflict that shook the world, we look back on the Great War in this special edition report.

The assassination of Archduke Franz Ferdinand, an Austria-Hungarian heir, and his wife, Sophie, was the catalyst that began the trajectory towards war. "The murder of the Duke was politically motivated and saw fractious rifts begin to form between Austria-Hungary and neighbouring Serbia," explains Joseph Allison, a World War analyst, commissioned by Prime Minister David Lloyd George. "This action was the demise of amicable relations between Austria-Hungary and Serbia, ultimately resulting in Austria-Hungary declaring war on Serbia."

This decision set off a chain reaction: political agreements and alliances meant that other countries were to step up and fight in support of their allies and this meant that the UK was now also at war in support of Serbia.

"I remember it well," Doris James, author of 'How The Great War Changed Our Nation' recounts. "My family were gathered around the wireless when we heard the announcement that our country was to be at war. I remember feeling numb, in shock. Even now, I can still feel the hope and pride I felt for our country—that has never wavered."

Realisation set in for our nation when our men were called up to fight. All within the 18-41 age bracket were tasked with saying goodbye to their loved ones and stepping up to protect our country. At the time, Prime Minister Herbert Asquith had addressed the nation, stating, "We Britons are strong. We are united. And we will be victorious. I am calling on all men across our nation to come forth and fight."

700,000 courageous men formed our army and moved forth into a war which brought with it a raft of challenges: hard labour constructing trenches; heinous living conditions which brought with it a plethora of illnesses and diseases such as trench foot; continuous shell fire day and night; and mental endurance above and beyond anything ever required before.

But all of the suffering was not in vain on 28th June 1919, the Treaty of Versailles was signed signalling the end of the war. "This was a great relief to all Britons," Joseph Allison explains. "The war really had sent shockwaves across the country on its announcement but the public were incredibly receptive to the demands of the Prime Minister and it is testament to all that this hard battle was won. One of the biggest issues we still face a year on from the conflict is a financial one: the war came at a huge cost to our budgets."

The Chancellor, Austen Chamberlain, has expressed expectations that the recession will last at least another year with the government needing to make cuts across services in order to pay for outgoings from the defence budget. Rationing on most items is due to stay in place for at least another six to eight months whilst stock supplies are replenished.

Our European counterparts are also feeling the damage in their own countries. With most of the conflict having taken place in France, France is having to focus a large proportion of its budget on rebuilding infrastructure torn down in the crossfire. "We are awaiting reparations from Germany in the form of money in order to support us in getting our great country back to its former glory," stated France's Prime Minister in a press conference earlier this week.

Italy meanwhile are currently (cont p.2)

SPOTLIGHT: What was life like for soldiers in the war?

"When we first arrived, we first noticed how terrible the conditions were. The trenches were full of mud and had rat scurrying all around the place. These conditions caused some of the soldiers to get trench foot."

"We quickly made friends with each other and in the rare time we weren't fighting, we were playing games-like cards-or getting to know each other. And on Christmas Eve 1914, we all put down our weapons and met the enemy. Together all of us sang Christmas carols and enjoyed the Christmas truce. The camaradery in that moment was something I truly will never forget."

"Watching our friends die in battle affected our mental health drastically. We all knew that one day that could be us. We often went to sleep worried; about each other and our family's that we had to leave behind."

GERMANY IN TROUBLE


Germany is now facing financial turmoil as a result of the war. "Their economy is abominable at the moment," explained analyst Sally Metcalfe. The cost of the war had been detrimental to the economy and it is forecast to fall even further in the coming months. "Having such a large proportion of the budget be spent on defence was (cont p.2)

TAX RISES DUE

Taxes are set to rise once again by 15% as the country recovers from the war. The council shall expect those taxes paid by July 6th. These higher rates of tax due to our economy's decreased value since The Great War. "We know this is going to continue to be a hard time for families around the country, however it is a necessary step if (cont p.6)

MILK RATIONS TO END THIS WEEK

Good news about so milk rations will end this week. Supplies are set to be back to usual capacity following a huge drive by farmers to recover milk stores. "This is a great sign that our country is on the mend! Farmers have worked incredibly hard since returning from war to get the milk stores filled once again (cont p.4)



Sold Everywhere

Key stage 2

Pupil A – Piece E: a newspaper report – transcription

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SPOTLIGHT: What was life like for soldiers in the war?

"When we first arrived, we first noticed how terrible the conditions were. The trenches were full of mud and had rat scrambling all around the place. These conditions caused some of the soldiers to get trench foot."

"We quickly made friends with each other and in the rare time we weren't fighting, we were playing games - like cards - or getting to know each other. And on Christmas Eve 1914, we all put down our weapons and met the enemy. Together all of us sang Christmas carols and enjoyed the Christmas truce. The comradery in that moment was something I truly will never forget."

“Watching our friends die in battle affected our mental health drastically. We all knew that one day that could be us. We often went to sleep worried; about each other and our family’s that we had to leave behind.”

SPOTLIGHT: What was life like for wives of soldiers?

“When he first got called up to war I was so scared. I didn’t know whether he was going to come back. When he did come back, all of the stress I was feeling quickly escaped my body.”

“Every week I wrote him letters, letting him know how the children were, telling him we were all praying for him to safely return. Getting letters back from him helped me worry less.”

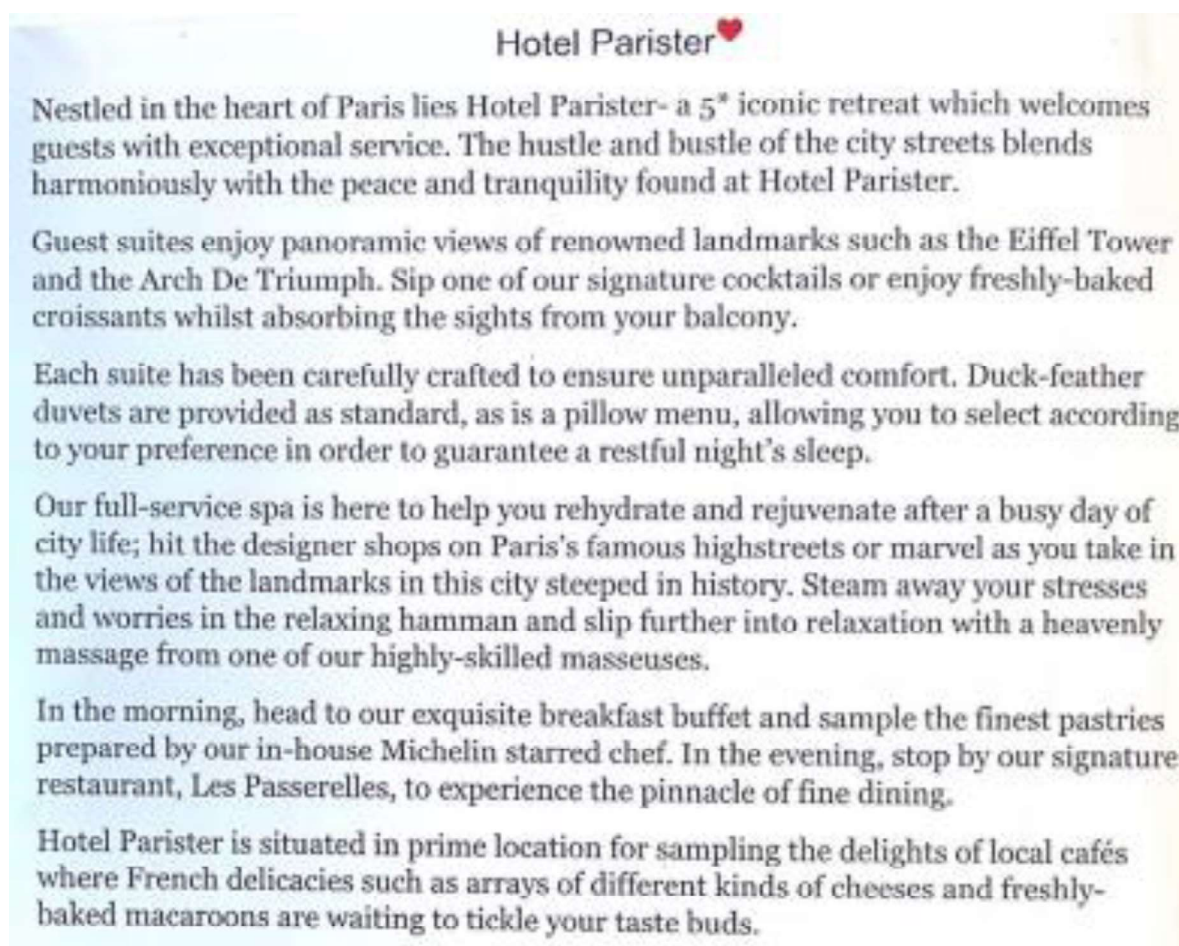
“It was hard raising my children with little to no help. I had to write a letter to my sister to ask her to help with the children as it was very hard for me to work and look after children.”


“I shall never forget the day my husband came back home - the children’s happy faces, my whole body filled with excitement and for the first time I could remember I was feeling completely stress-free.”

Key stage 2

Pupil A – Piece F: a brochure for a hotel, a review and the hotel's response to the review

Context: pupils studied marketing literature and online reviews and responses to reviews. Pupil A wrote brochure copy for an imaginary luxury hotel, a negative online review of that hotel and the manager's response.



Hotel Parister 

Nestled in the heart of Paris lies Hotel Parister- a 5* iconic retreat which welcomes guests with exceptional service. The hustle and bustle of the city streets blends harmoniously with the peace and tranquility found at Hotel Parister.

Guest suites enjoy panoramic views of renowned landmarks such as the Eiffel Tower and the Arch De Triumph. Sip one of our signature cocktails or enjoy freshly-baked croissants whilst absorbing the sights from your balcony.

Each suite has been carefully crafted to ensure unparalleled comfort. Duck-feather duvets are provided as standard, as is a pillow menu, allowing you to select according to your preference in order to guarantee a restful night's sleep.

Our full-service spa is here to help you rehydrate and rejuvenate after a busy day of city life; hit the designer shops on Paris's famous highstreets or marvel as you take in the views of the landmarks in this city steeped in history. Steam away your stresses and worries in the relaxing hamman and slip further into relaxation with a heavenly massage from one of our highly-skilled masseuses.

In the morning, head to our exquisite breakfast buffet and sample the finest pastries prepared by our in-house Michelin starred chef. In the evening, stop by our signature restaurant, Les Passerelles, to experience the pinnacle of fine dining.

Hotel Parister is situated in prime location for sampling the delights of local cafés where French delicacies such as arrays of different kinds of cheeses and freshly-baked macaroons are waiting to tickle your taste buds.

PARIS DISASTER!!! 24/5/23 by KarenSmith123

This is the WORST place I have EVER visited! We arrived to check in at around 2pm and were handed glasses of champagne- I do not drink champagne! It was far too bubbly for my liking! A butler immediately took my luggage- what if I didn't want someone to take my luggage- what if I wanted to carry it myself?! I found this quite misogynistic as I am convinced he took mine before my husband's purely because I am a woman!

At the desk, the lady began to speak to us in French. 'Bonjour' she said. 'Bonjour?!?!' What does that even mean?!?! She could at least have had the decency to speak to me in my OWN language! I said, 'sorry?' and at that point she switched to English- but first impressions count and I wasn't impressed!

After checking in, we made our way to our suite. To be honest, I thought it was a bit too big- we had a sofa in the room and another sofa in the bathroom. Who puts a sofa in a bathroom?! The room could have easily been split into three separate rooms.

One thing I usually love about going on holiday is that by the end of it, you can't wait to get back to your own bed. I was disappointed to find that here, the bed was so comfy that I had no desire to go back to my own at all. Since returning, I have not slept properly due to my own mattress being nowhere near the standard found in your hotel. This is really disheartening.

We decided to order room service. No surprise that the menu was in French! I didn't see why I should be required to ask for an English version, so we decided to order at random. I went for the escargot with lemon and sea-salt. At the time, they tasted beautiful but since returning home I have conducted an online search which revealed the following...

W Wikipedia
https://en.wikipedia.org/wiki/Snails_as_food

Snails as food

In American English, edible land snails are also called escargot, taken from the French word for 'snail,' and the production of snails for consumption is called ...

I have been violently ill ever since and I know it is related to the snails I unwillingly ingested.

There were swaths of other issues encountered during our stay: in the hamman I felt it was far too steamy- it would be much more enjoyable for guests if you were to install air conditioning; the pool was heated and I prefer the sensation of shivering in cold water; there were far too many pastries to select from at the breakfast buffet, making it impossible to choose; and finally the cheese selections at the local cafés were so delicious that I spent way over my holiday budget.

All in all, a total disaster and I demand a refund!

MANAGEMENT RESPONSE

Dear Mrs Smith,

May I first thank you for taking the time to review our hotel. Hotel Parister is the top-rated hotel in all of Paris and we take customer experience and satisfaction seriously. It is of our utmost importance that our valued guests feel they received a first-class service whilst staying with us so it was disheartening to see you felt our services equated to a 1 star review- the first 1 star review within a raft of 5 star reviews since we opened our doors to the public in the summer of 2018.

You raise several points within your complaint which I would like to take the opportunity to address directly. It is customary at Hotel Parister that our guests experience high levels of customer service from the moment they walk through their doors. All guests, regardless of their gender, are relieved of their luggage upon arrival by our attentive porters. We serve premium champagne, produced from Chardonnay grapes, hand-picked in local vineyards found right here in Paris. Had you asked for an alternative beverage, our on-hand customer service team would have been more than happy to assist you without hesitation.

French is the language spoken widely throughout France. We want our guests to experience authenticity and feel enveloped in Parisian culture whilst staying with us, and as a small part of that experience, all guests are greeted in French. Following this, our reception team adapt to speak the language of the guest. Our staff are fluent in over 50 languages, including English.

Our suites are spacious by design- the light, airy feel is well-liked by the vast majority of our guests. The sofa you mention in the bathroom is a chaise longue, adding style and glamour as well as somewhere to rest once our guests have slipped into their luxury gowns and slippers.

Formed from luxury foam, our mattresses are the centre-point of our suites, and we are proud that they provide guests with a peaceful nights' sleep during their stay. Had you contacted reception, we do stock firmer mattresses and these may have suited your needs.

In terms of our room service menu, I would like to highlight that within our suites, we provide menus in a range of languages, allowing guests from around the world to peruse the dishes on offer easily. The escargot you selected is a delicacy frequently served here in Paris. I am pleased to hear that it was delectable; our chefs are highly-skilled and many of their creations, including the escargot dish, are award-winning. I am sorry to read that several days later you became unwell, however I respectfully question the association of your illness to the snails you consumed which appears to be the conclusion you are making.

In reference to your further complaints, we find them to be unfounded as the elements being raised are fundamental parts of a luxury experience. It may be more to your liking if you were to try a hotel with a lower star rating to Hotel Parister if you wish to experience faulty hammans, cold pools and a more restricted breakfast offer.

On this occasion, we will not be able to issue a refund as your complaint does not meet the criteria documented within our terms and conditions.

Yours Sincerely,

Holly Jones

Hotel Manager