Modèle de courrier en réaction aux offres promotionnelles d’Agoda

A adresser 1 mois après l’envoi de 2 mails si rien n’a changé sur du papier à en-tête.

Agoda

30 Cecil Street,

Prudential Tower #19-08,

Singapour 049712

[Month Day, 2020]

To Whom It May Concern,

I am writing you concerning complaints I have already made twice to my account manager by sending mails on [date] and [date]. Despite my clear refusal, Agoda is continuing to propose my hotel(s) rooms with time-limited special offers.

As you shall know, a French Law adopted in 2015 (*Article 133, LOI n° 2015-990, 6 août 2015 pour la croissance, l’activité et l’égalité des chances économiques*) is regulating relationships between French hotels and online travel agencies (OTA) such as Agoda. All contracts between French hotels and OTAs are considered as Agency contracts according to the French Civil Code. Moreover, French hotels hold liberty to set any discount or promotional offer to customers.

I consider, Agoda is not compliant with the French law. Thus, it does not fulfil his part of its contractual duties. I must therefore inform you that unless we receive Agoda’s official information that it would never happen again on my hotel(s), I shall be forced to close all availabilities of my hotel(s) on Agoda platform until the end of the year.

Yours faithfully

SIGNATURE

Titre du signataire

Nom de l’hôtel 1

Nom de l’hôtel 2

…

Name of my account manager:

Contact: