

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

Customer Service

Xcaret Park

[Park Address]  
[City, State, Zip Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding my recent experience at Xcaret Park on [date of visit]. Despite the park's reputation for excellence, my visit was unfortunately marred by several issues that I feel compelled to bring to your attention.

Firstly, [describe the specific issue, e.g., long wait times for rides, poor service at dining facilities, cleanliness issues, etc.]. This was frustrating and detracted from what should have been an enjoyable experience.

Additionally, [mention any other issues, such as lack of staff assistance, misleading information, or safety concerns]. These problems led to disappointment, and my expectations based on previous visits were not met.

I believe that customer satisfaction should be a priority, and I hope to see improvements in these areas. I would appreciate your immediate attention to this matter and any compensation or resolution you can provide.

Thank you for taking the time to consider my feedback. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]