



HOUSE OF COMMONS

07 October 2013

Dear [REDACTED],

Thank you for your letter received on the 11th September 2013. Please accept my apologies for the delay in responding to your letter, I have been on annual leave and have responded to you at the earliest available opportunity.

I am pleased to hear that you enjoyed your tour of the Palace of Westminster and particularly pleased that you enjoyed the Pugin Room and further found the food and wine enjoyable.

I would advise that in purchasing tickets for afternoon tea in the Palace of Westminster you purchased the provision of a service as well as goods. This means that the price you paid incorporated all aspects of the experience; the service, the food, as well as the rich cultural experience of being able to access one of the previously private, and historically fascinating, rooms in the Palace of Westminster. I would further advise that the price of the wine you purchased similarly takes into account many of these variables.

I regret to hear that you feel the food provided was not what you had anticipated. I can confirm that the portions you describe are the correct allocation of food for the size of your party and the standard portion available for the experience you purchased. This is consistent with all advertising and information available on this experience. As a result, the members of staff assisting you were correct in their advice and acted in an appropriate manner, in accordance with House policy, to ensure we provide a consistent level of service to all customers.

You will appreciate that I am unable to comment on any subsidies within the House of Commons as this is not within my remit.

I regret to inform you that in light of the above information we are unable to provide the refund you have requested.

Yours sincerely,

[REDACTED]

*Banqueting & Events Manager
Catering Services*

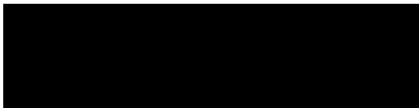
Department of Facilities House of Commons London SW1A 0AA

[REDACTED]

Colin...

11 SEP 2013

RECEIVED



House of Commons
Palace of Westminster
SW1A 0AA

Friday 6 September 2013



I am writing to express my disappointment with a recent visit to the Houses of Parliament and to ask for a refund due to the poor service and insufficient food that I and my friends received.

I purchased tickets for a tour of the Houses of Parliament for a friend for her birthday. I had also heard about the afternoon tea that could be purchased for an additional cost and decided this would be a wonderful addition to the tour. I also purchased tickets for both the tour and afternoon tea for myself and my partner.

On Thursday 22 August 2013, we arrived for the tour and we were delighted by both the tour itself and the very interesting guide. We made our way to the Pugin Room for the booked afternoon tea, and were interested in the history of the room and the view to the river.

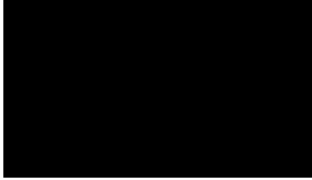
However, my concerns relate to elements of the afternoon tea we experienced afterwards, specifically: the quantity of food, the lack of flexibility when requests for further food were put forward, and the inconsistent pricing for beverages.


Our expectations of the afternoon tea turned to ones of disappointment when the tray of food arrived. We noticed that we received the following: 6 sandwiches, 3 scones, 3 'shots' and 3 orange chocolate desserts. While we understood we would get one of each of the 'sweet' elements of the food, we were disappointed to only be presented with 2 sandwiches each from the 'savoury' elements of the food.

We asked a member of staff about the sandwiches, requesting further sandwiches so we could all taste the 4 different sandwiches on offer. Our disappointment deepened when we were told that we should expect to get 6 sandwiches. When we pointed out that this was

only received afternoon tea for two, not three, people plus a partial refund for the bottle of wine we purchased. Please contact me regarding refund information. I look forward to hearing from you soon.

Sincerely,



CC:  House of Commons, London SW1A 0AA