Write It Right!

A GUIDE TO TOURISM CORRESPONDENCE

Letter layout: things to remember

✔ If you write on behalf of a company, write the **address** of the company at the top or use headed letter-paper. This includes the logo and name of the company, its address and telephone number.
If you write a personal letter, write your address at the top right-hand corner. Do not put your name above your address.

✔ Write the **references** (Your ref.: or Our ref.:) on the left-hand side of the page. These may include your initials and/or your secretary's, account numbers, customer numbers.

✔ Write the **date** under the references or on the right-hand side of the page. There are several ways of writing the date (for example, 2nd June 2001, or 2 June 2001). Some people put the month before the day (for example, June 2nd, 2001, or June 2, 2001). This is common usage in the United States. The forms 1st, 2nd, 3rd, 16th are becoming old-fashioned. The date can be written completely in figures, but be careful: British people put the day first, Americans put the month first (GB: 2.6.2001=2 June 2001, U.S.: 2.6.2001=February 6, 2001).

✔ Write the **name** and **address** of the person you are writing to on the left-hand side of the page.

Begin one line below the date or one line below the references if you wrote the date on the right-hand side of the page.
If you do not know the name, write the position of the person you are writing to, e.g. *The Manager* or *The Secretary*.

✔ Write the **salutation** (or opening greeting) starting from the left margin. Always begin with *Dear Sir* or *Dear Madam* if you do not know the name, sex or title of the person you are writing to (for example when writing to a company). American people use *Gentlemen* or *Gentlemen* and *Ladies*.
Use *Dear Mr Brown*, or *Dear Mrs Watson*, or *Dear Ms Smith* or *Dear Miss Jones* if you are writing to someone you know or who has written you first.
After the salutation British people usually put a comma (*Dear Ms Jones,*); Americans usually put a colon (*Dear Mr Kennedy:*).

✔ Write the **subject heading** (in capital letters, underlined or in bold) under the receivers' address if you want to give an immediate reference to the subject matter of your letter.

✔ Type letters using either block format (single spaced with double spaces between the paragraphs, which are not indented) or indented format (double or single space with each paragraph indented five spaces).

✔ If you begin *Dear Sir(s)* or *Dear Madam*, use *Yours faithfully*, or *Yours truly*. If you begin with the person's name (*Dear Ms Jones*), use *Yours sincerely*.
In the U.S. common endings are *Sincerely* or *Sincerely yours*, or *Yours truly*.
Remember to start the complimentary close with a capital letter and put a comma at the end. Notice that often there are no commas (,) in the address details, opening greeting or closing phrase.

✔ Sign the letter.

✔ Type your full name below your signature.
If you write on behalf of a company, write your job, position or department.

Letter, fax, e-mail of enquiry

1 Letter of enquiry

PRESTIGE TOURS
3 Elystan Street
London SW3 NT - England
+44 020 78950489

Our ref: PR 11 May 2008

The Manager
Park Hotel Kenmare
Kenmare, Co. Kerry
Eire

Dear Sir/ Madam,

hotel info

A Our travel agency is organizing a trip to Kenmare Town for a group of golfers from Saturday 2nd to 9th July. We would need one double room, two twin-bedded rooms and one single with en suite facilities.

B We saw your advertisement in the bullettin of our Golf Club and believe your hotel would be ideal for our customers.

C We would be grateful if you could let us know if you have availability for the rooms requested, and if you could send us your room rates, booking terms and conditions and info about transfer from Cork airport to the hotel.

D We would also appreciate if you could send us a full colour brochure to show our customers.

E We thank you for your kind attention and look forward to a prompt reply.

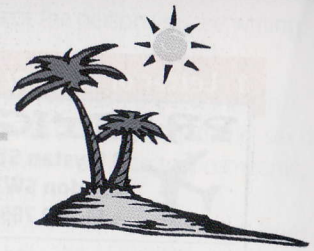
Yours faithfully,

Philip Ruthin
Philip Ruthin

Manager
Prestige Tours

A. Stating who you are / Stating reason for writing
B. Stating source of information
C. Asking for information and quotation
D. Asking for material
E. Asking for a reply / Closing the letter

2 Fax of enquiry



Este Tours

Piazza Trento e Trieste 12
44100 Ferrara - Italy
+39 0532 345315

To: North West Karting **Date:** 20 February

Reference: karts booking enquiry

A We are a travel agency specializing in study holidays. At the moment we are planning an activity programme for a group of 20 students who will be staying in your area for two weeks around the middle of July, and would like to include karting among the activities.

B Could you please provide information on booking conditions and current prices at your kart circuit and kindly send us quotations for groups?

C Looking forward to your prompt reply.

Best regards,
Mariano Ghilimberti
Mariano Ghilimberti

A. Stating who you are / Stating reason for writing
B. Asking for information and quotation
C. Asking for a reply / Closing the fax

3 E-mail of enquiry

From: e.sartori@horizontours.it
To: royalbalmoral@gmail.com
Date: 12 January 2008
Subject: Request for information

Dear Mr MacLeod,

A We are a small Italian travel agency based in Bologna and specialising in special interest holidays for small groups. This summer we are organising a fishing holiday in Scotland for a group of sixteen Italian fishermen and they would like to include the Deeside area near Balmoral in their itinerary.

B We found the web site for The Royal Balmoral on the Internet and believe your hotel, with its excellent location and facilities, would be perfect for our group. We would be grateful if you could send us the following information:

C
- Room rates for the period 15th-20th June
- Availability of six double and two single rooms for that period
- Booking terms and conditions

D We would also welcome any information you may have about fishing permits for the river Dee in the area near the hotel – where should we apply to obtain these and can this be done through your hotel?

E Many thanks for your kind co-operation,

Elisa Sartori
Booking Manager
Horizon Tours
Tel: 0039 055 4567896
Fax: 0039 055 4567899

A. Stating who you are
B. Stating source of information
C. Asking for information
D. Asking for additional information
E. Closing the e-mail

Useful expressions for...

...STATING WHO YOU ARE

- **We are a group of three friends, aged 21...**
  Siamo un gruppo di tre amici di 21 anni...
- **We are a tour operator / travel agency / specializing in study holidays / pilgrimages / river cruises...**
  Siamo un tour operator / un'agenzia di viaggio / specializzato/a in vacanze-studio / pellegrinaggi / crociere fluviali...
- **We are a class attending the fourth year of a secondary school for Tourism**
  Siamo una classe che frequenta il quarto anno dell'Istituto Professionale / Tecnico per il Turismo

...STATING REASON FOR WRITING

- **As I/we intend to spend a week in / at...**
  Poiché ho/abbiamo intenzione di passare una settimana a...
- **I'm planning to come to Italy in the month of September and...**
  Ho intenzione di venire in Italia nel mese di settembre e...
- **I'm writing to check if you have a double room for the first weekend in July**
  Le scrivo per sapere se avete una camera doppia per il primo weekend di luglio
- **We are planning a weekend trip to Edinburgh for the festival / football match...**
  Stiamo organizzando un fine settimana a Edinburgo per il festival / la partita di calcio...
- **We are going to take a three-week train trip around Europe...**
  Abbiamo intenzione di fare un viaggio in treno di tre settimane in Europa...

...STATING SOURCE OF INFORMATION

- **I/we saw your hotel in the Irish Federation Guide / web page of Scotland's Hotels of Distinction...**
  Ho/abbiamo visto il vostro albergo sulla guida della Irish Federation / pagina web di Scotland's Hotels of Distinction...
- **The name of your hotel / your address has been given / recommended to me/us by...**
  Il nome del suo/vostro albergo mi/ci è stato dato / raccomandato da...
- **We refer / With reference to your advertisement in...**
  Ci riferiamo / Con riferimento al vostro annuncio su...
- **We saw your advertisement / e-mail address in a travel magazine / guidebook...**
  Abbiamo visto il vostro annuncio / indirizzo di posta elettronica su una rivista di viaggi / guida...

...ASKING FOR INFORMATION / BROCHURES / QUOTATIONS / ROOM AVAILABILITY

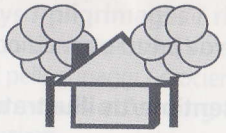
- **Would you please be so kind as to send us a brochure of the hotel and tariff?**
  Vogliate gentilmente / Sia così gentile da spedirci un dépliant dell'albergo con le vostre tariffe
- **Could you please let us have your best quotation / your terms and conditions for half / full board?**
  Ci faccia avere per piacere il vostro preventivo / prezzi e condizioni per mezza / completa pensione
- **I/We would be pleased / glad if you sent me/us illustrated / tourist material / literature of...**
  Le sarei/saremmo grato/i se potesse inviarci materiale illustrativo di...
- **I/We would be grateful if you could send me/us detailed information about your timetable and fares**
  Vi sarei/saremmo grato/i se poteste farmi/ci avere informazioni precise / dettagliate sui vostri orari e tariffe / prezzi
- **I/We would like to have more / further information / details about...**
  Gradirei/Gradiremmo avere ulteriori / maggiori informazioni / dettagli su...
- **We would be grateful if you could advise / inform us on the best Eurail Pass for our needs, and your terms and conditions**
  Vi saremmo grati se poteste consigliarci il tipo di Eurail Pass più adatto alle nostre esigenze, con condizioni e prezzi
- **We would be grateful if you could enclose your brochure**
  Vi saremmo grati se poteste allegare un dépliant
- **Would you please send us / let us have your room rates / rates / tariff inclusive of VAT?**
  Vogliate per piacere inviarci / farci avere il vostro listino prezzi / prezzi comprensivi di Iva

...ASKING FOR A REPLY / CLOSING THE LETTER / FAX / E-MAIL

- **I/We should be grateful for an early reply**
  Le sarei/saremmo grato/i se volesse rispondermi/ci con sollecitudine
- **I/We thank you in advance for your kind attention and look forward to an early reply / to hearing from you as soon as possible / as soon as you can**
  La ringrazio/ringraziamo anticipatamente per la Sua cortese attenzione e rimaniamo in attesa di una Sua risposta quanto prima
- **We should/would appreciate an early reply as / since we would like to make our plans / to plan our trip in good time**
  Le saremmo oltremodo grati se volesse risponderci con sollecitudine perché desideriamo organizzare il nostro viaggio per tempo
- **Yours faithfully / Yours sincerely / With kindest regards / Best regards**
  Distinti / cordiali saluti

Letter, fax, e-mail of reply to enquiry

1 Letter of reply to enquiry



Knoll House Hotel
Studland Swanage
Dorset BH19 3AH
Tel. Studland 251 (092 944 251)

16th January 2008

Mrs M Bellopede
Via Romagnoli 13
16144 Genova
Italy

Dear Mrs Bellopede,

A Thank you for your letter. I am pleased that you would like to stay at Knoll House and am glad to inform you that we have the room you requested.

B The hotel opens again on 5th April. The terms depend on the age of your children: we practise a 30% discount for children under the age of 12.

C Should you decide to come, kindly send your confirmation with your credit card details.
We look forward to welcoming you at our hotel.

Yours sincerely,
Christopher Ferguson
Christopher Ferguson
Booking Manager
Knoll House Hotel

A. Thanking for enquiry / Informing about availability
B. Giving information about terms and conditions
C. Closing the letter / Hoping for a booking

2 Fax of reply to enquiry

SKYAIR
THE LOW FARES AIRLINE

TO: Maria
FROM: Groups Department
DATE: 20 April 2008

A Thank you for your request.

B Flight details

Flight number	Date	Route	Depart	Arrive	PAX
FR 973	3Sep	GOASTN	1105	1215	32
FR 976	23Sep	STNGOA	1600	1910	32

C FARE (per person): 120 € NETT + 32.85 € airport taxes

D The above seats will be held for you until 28 April.
The booking reference is C2IZAF.
PLEASE NOTE – the seats are held on an AUTOMATIC CANCELLATION.
You MUST get back to us before the above date if you require the seats.
In order to confirm the booking, a non-refundable deposit is required by the above date. The non-refundable deposit value is £25/41.00 € per person.

A. Thanking for enquiry
B. Informing about flights
C. Referring to tariff/quotation
D. Giving information about booking conditions and payment

3 Fax of reply to enquiry

ABBEY TOURS

City Gate, 22 Bridge Street Lr,
Dublin 8
Tel.: 353-1-6799144
Fax: 353-1-6799722

To: Stefania - I viaggi del Canguro — Date: July 26 2008
From: Michela
Ref: Sozzani X 2 — Our Ref: IN530608-A

(A) Thank you for your fax.

(B) Unfortunately there is no guesthouse available for the date requested, as this is a very busy weekend in Dublin and most properties are already booked out.

(C) However I could accommodate the clients at Chief O'Neills. This is a 4****hotel within walking distance from the centre (10 minutes) and the rate of it is as follows:
twin €70.00 per person per night.
I am delighted to confirm as follows:

07/08/08-08/08/08 — Chief O'Neills Hotel
1 night — Smithfield Village, Smithfield, Dublin 7 - tel 8173837
One ensuite twin room on bed and breakfast basis for one night only

All clients documents will be at the Chief O'Neills on arrival.

(D) We will take the above booking as confirmed unless we hear from you otherwise.
I trust that the above is in order.
With kindest regards

Michela
Individual Department
Abbey Tours

A. Referring to previous correspondence
B. Informing about unavailability and giving reasons
C. Suggesting alternative
D. Closing the fax / Expressing hope the new proposal is all right

4 E-mail of reply to enquiry

From: royalbalmoral@gmail.com
To: e.sartori@horizontours.it
Date: 14 January 2008
Subject: Re: Request for information

Dear Mrs Sartori,

(A) Many thanks for your e-mail. We are delighted that you are interested in booking the Balmoral for your group and can confirm that we have accommodation available in the period you mention, 15th to 20th June.
Our room rates are as follows:

(B) Double rooms – £120 per person per night (inc VAT)
Single rooms – £175 per person per night (inc VAT)

The tariff includes the use of all hotel facilities (car parking, fitness centre and indoor swimming pool) and we require a deposit of 50% to hold the booking, payable two months in advance by credit card or banker's draft. The tariff is fully refundable up to 3 days prior to arrival.
Please note that the rate does not include breakfast. We offer guests a choice of Traditional Scottish or Continental Breakfast in our à la carte River View restaurant (please see web site for sample menus and prices).

I have forwarded your request for information about fishing permits to our manager, John Brown. These can be arranged through our hotel and Mr Brown will e-mail you separately to explain the tariffs for permits and the information we would require about the people in your party.

(C) Please don't hesitate to contact me should you require any further information.
Thanks again for your interest in The Royal Balmoral and we look forward to welcoming your group to our hotel,

Peter MacLeod
Assistant Manager
The Royal Balmoral Hotel

A. Thanking for enquiry / Informing about availability
B. Giving information about prices, terms and conditions
C. Closing the e-mail / Hoping for a booking

Useful expressions for...

...REFERRING TO PREVIOUS CONTACTS / CORRESPONDENCE / THANKING FOR ENQUIRY

- **I thank for your letter / fax / e-mail received today**
  La ringrazio per la sua lettera / fax / e-mail ricevuta/o oggi
- **Thank you for returning our forms regarding your son Stefano and his friend Pietro Somma**
  La ringrazio per averci inviato i moduli riguardanti suo figlio Stefano e il suo amico Pietro Somma
- **Thank you very much for your enquiry / letter / fax / e-mail of / dated 15th July regarding / concerning / requesting more / further information / details about our coach service / Eurail passes**
  La ringrazio sentitamente per la sua richiesta / lettera / fax / e-mail del 15 luglio relativa a / con cui mi chiede ulteriori informazioni riguardanti il nostro servizio di pullman / Eurail passes
- **We have received your letter of enquiry / enquiring about... and we thank you for it**
  Abbiamo ricevuto la sua lettera di richiesta di informazioni riguardo... e vi ringraziamo
- **With reference / Referring to your enquiry / letter / fax / e-mail of / dated 12th May...**
  Con riferimento alla vostra richiesta / lettera / fax / e-mail del 12 maggio...

...INFORMING ABOUT SERVICES REQUESTED AND AVAILABILITY

- **I have the pleasure to inform you that there are two forms of Eurail tickets which could be of interest for you**
  Ho il piacere di informarla che ci sono due tipi di biglietti Eurail che potrebbero interessarvi
- **We take pleasure in offering you the following accommodation / the accommodation you required / requested**
  Ho il piacere di offrirle la seguente sistemazione / la sistemazione da lei richiesta
- **We have the pleasure to inform you that we have the rooms you requested...**
  Abbiamo il piacere di informarvi che sono disponibili le camere da voi richieste...

...GIVING INFORMATION ABOUT TARIFF / TERMS AND CONDITIONS

- **Our quotation includes / does not include...**
  Il nostro preventivo include / non include...
- **The quotation / our tariff / rates / room rates, inclusive of... is/are as follows...**
  Il preventivo / listino prezzi / prezzi, comprendenti... è/sono il/i seguente/i
- **We are pleased to offer you a single / double room at £... per night / per week for bed and breakfast...**

Abbiamo il piacere di offrirle una camera singola / doppia al prezzo di... sterline per notte / settimana per il pernottamento e la prima colazione...

- **We practise a 30% reduction on the price of the room for children under the age of 12**
  Si effettua / è prevista una riduzione del 30% sul prezzo del pernottamento per i bambini sotto i 12 anni

...REFERRING TO ENCLOSED MATERIALS / TARIFF / QUOTATION

- **As requested you will find enclosed our rates / special weekend savers...**
  Come richiestoci, alleghiamo alla presente il nostro listino prezzi / le offerte speciali weekend...
- **Please find enclosed in this letter / Here enclosed you will find our brochure / timetable... as requested**
  Allegati alla presente le invio / troverà il dépliant / l'orario... come da lei richiesto
- **We are pleased to enclose herewith a leaflet / a detailed quotation for the services you required**
  Siamo lieti di allegare alla presente un opuscolo / un preventivo dettagliato dei servizi richiestici
- **For your guidance we have / take great pleasure in enclosing our brochure / illustrated material describing...**
  Per aiutarla nella scelta abbiamo il piacere di allegare il nostro dépliant / materiale illustrato che descrive...
- **We take much pleasure in enclosing a copy of our hotel brochure and tariff, along with terms and conditions, for your perusal**
  Abbiamo il piacere di allegarle una copia del dépliant del nostro albergo con listino prezzi e condizioni per un suo esame

...INFORMING ABOUT UNAVAILABILITY AND EXPRESSING REGRET

- **Much to our regret we have / We regret having to inform you that...**
  Ci duole informarvi che ...
- **Unfortunately we cannot help you**
  Sfortunatamente non possiamo aiutarla
- **We are sorry to inform you that we are fully booked up for the dates you requested**
  Ci dispiace informarla/vi che siamo al completo per le date da lei/voi richieste
- **Unfortunately there is no 5-star hotel available for the period requested**
  Sfortunatamente non abbiamo nessun albergo a 5 stelle per il periodo richiesto
- **We are sorry we are unable to accommodate you / to accept your booking**
  Ci dispiace di non essere in grado di offrirle ospitalità / di accettare la sua prenotazione
- **I am afraid we cannot satisfy your request for 1st November**
  Purtroppo non possiamo soddisfare la vostra richiesta per il 1° novembre

...SUGGESTING ALTERATIONS / ALTERNATIVES

- **However we could offer accommodation at... / accommodate your clients at...**
  Comunque potremmo offrire una sistemazione ai vostri clienti presso...
- **...but enclose details of a very fine hotel / guest house...**
  ...ma accludiamo informazioni dettagliate su un bell'albergo / pensione...
- **Many thanks for your kind enquiry, but for August we only have the following dates available: Friday 15th August-31st August**
  Vi ringraziamo per la vostra cortese richiesta ma in agosto abbiamo solo le seguenti date disponibili: da venerdì 15 agosto al 31 agosto

...CLOSING THE LETTER / FAX / E-MAIL: EXPRESSING HOPE NEW ARRANGEMENT IS SATISFACTORY / OFFERING FURTHER ASSISTANCE AND HOPING FOR A BOOKING / FUTURE BUSINESS

- **I trust that the above is in order**
  Mi auguro che quanto sopra vada bene
- **We hope you will find the new arrangement satisfactory**
  Speriamo che la nuova sistemazione sia di vostro gradimento
- **We will take the above booking as confirmed unless we hear from you otherwise**
  Considereremo la sua prenotazione confermata salvo comunicazione contraria
- **I hope / trust that the enclosed material may be of assistance to you, but should you have any further queries, or wish to make a definite reservation, please do not hesitate to contact us again**
  Spero / mi auguro che il materiale allegato le sia utile / di utilità ma se dovesse avere ulteriori richieste, o desideri effettuare una prenotazione definitiva, ci contatti / non esiti a contattarci nuovamente
- **Please confirm your reservation by fax, with your credit card details**
  Per favore confermi la sua prenotazione a mezzo fax, con i dati della sua carta di credito
- **Please feel free to contact us for any further information you may need**
  Ci contatti per qualsiasi informazione di cui lei possa aver bisogno
- **We assure / Assuring you of our best / utmost attention at all times**
  Vi assicuriamo / Assicurandovi la nostra migliore attenzione in ogni momento
- **We hope / trust you will find our service satisfactory. If you need further assistance, please do not hesitate to contact us**
  Speriamo / Confidiamo che il nostro servizio sia di suo gradimento. Se necessita di ulteriore assistenza ci contatti senza indugio
- **Yours sincerely / With kindest regards / Best regards**
  Distinti / cordiali saluti

Booking fax, form, e-mail

1 Booking fax

To: Greenlees Guest House
Attn: Mr R Thomson
From: Alessandro Bordoni
Date: Friday April 13th 2008
Fax No.: 0044 151 786 9559

Dear Mr Thomson,

(A) With reference to your fax of Thursday April 12th, I would now like to book three rooms in your guest house as follows:

(B) - 2 double rooms with en suite facilities (in the names of Grimaldi and Rossi)
- 1 twin room with shared facilities (in the name of Monti)

(C) We will be arriving on the night of Wednesday June 21st, around 9.00 pm, and leaving again on Friday June 23rd.

(D) I will send a cheque for £70 deposit by post tomorrow and would be grateful if you could confirm receipt by fax.

(E) Yours sincerely,

Alessandro Bordoni

Tel.: 0039 055 783901
Mobile: 0039 3536589046
Fax No.: 0039 055 786955

A. Referring to previous contacts / Requesting booking
B. Giving details about services required
C. Giving details about dates of arrival/departure
D. Referring to deposit / Asking for confirmation
E. Closing the fax

2 Booking form

SUN VALLEY CARAVAN PARK

BOOKING FORM

To: Sun Valley Caravan Park
Pentewan Road
St Austell Bay
Cornwall PL26 6DJ

Telephone 0726 843266

Date: *2 February*

(A) Please reserve me a type *B* Caravan on the above site for *1* week commencing *21 June* to *28 June*.

(B) I enclose deposit of *£25* payable to Sun Valley Caravan Park Ltd.

NAME: *Jack Ryan*

ADDRESS: *20 Warwick Road*
Stratford Upon Avon
Warwickshire CV37 6YW

PHONE No *01789 214109* SIGNATURE *Jack Ryan*

VEHICLE REGISTRATION No *X325KLX*

Please state total number in party:

MALE: *1* FEMALE *1* CHILDREN *2* PETS *1 small dog*

A. Requesting booking / Giving details about dates of arrival/departure
B. Referring to enclosed deposit

3 Booking e-mail

From: e.sartori@horizontours.it
To: royalbalmoral@gmail.com
Date: 15 January 2008
Subject: Booking for Italian group June 2008

Dear Mr MacLeod,

(A) Thank you for your e-mail of 14th January confirming the availability and rates for the rooms we inquired about. Our clients have now definitely decided to include Deeside on their itinerary and we would like to book the accommodation at the Royal Balmoral for the nights of 15th-19th June inclusive.

(B)
- three double rooms with private bathroom (if possible two of them with baths) in the names of Turco, Sartori and Tombetti
- three twin rooms in the names of Borghi, Pugliese and Santini
- two single-occupancy rooms in the names of Ferrari and Petrini

(C) The group will be arriving by coach around 4.00pm on the 15th of June and leaving again after breakfast on the morning of the 20th. All clients will take breakfast in the hotel during their stay.

(D) Please supply bank details so that we can send the deposit by banker's draft.
I look forward to receiving your confirmation of the booking,

(E) Yours sincerely,

Elisa Sartori
Booking Manager
Horizon Tours

A. Referring to previous correspondence / Requesting booking
B. Giving details about services required
C. Giving details about dates of arrival/departure
D. Referring to deposit / Asking for confirmation
E. Closing the e-mail

Useful expressions for...

...REFERRING TO PREVIOUS CONTACTS / CORRESPONDENCE

- **With reference / Further to your letter / fax / e-mail of / dated June 10th...**
  Con riferimento alla sua lettera / fax / e-mail del 10 giugno...
- **I was pleased to receive your letter giving details about accommodation required**
  Sono lieto/a di aver ricevuto la sua lettera con le informazioni riguardanti la sistemazione richiesta

...REQUESTING BOOKING AND GIVING DETAILS ABOUT SERVICES REQUIRED / AVAILABLE

- **Would you please reserve a coach for a party of 34 students plus the group leader?**
  Per piacere prenoti un pullman per un gruppo di 34 studenti più il capogruppo
- **A convention room / at least 10 workshop rooms / fitness and beauty centre / full English/American breakfast will be required**
  Si richiedono una sala congressi / almeno 10 salette per i laboratori / centro benessere / colazione all'inglese/all'americana
- **I would like to book one twin-bedded room with ensuite bath or shower**
  Vorrei prenotare una camera doppia con bagno o doccia
- **Please let me know whether you can book the following accommodation: two singles and one family room with four beds**
  Ci faccia sapere se potete prenotare la seguente sistemazione: due singole e una camera per famiglia per quattro persone
- **We should be grateful if you could reserve the following services...**
  Vi saremmo grati se poteste riservarci i seguenti servizi...
- **We will be pleased if you can book 12 tickets for the musical show *Cats* on Saturday 8th January**
  Vi saremmo grati se poteste prenotare 12 biglietti per lo spettacolo musicale *Cats* sabato 8 gennaio
- **A suite overlooking the bay has been booked for you from ... to / until...**
  Una suite con vista sulla baia è stata prenotata per voi dal ... al...
- **We can book a full day city sightseeing tour with an Italian speaking guide**
  Possiamo prenotare un giro turistico della città di un giorno con guida che parla italiano
- **We do have the accommodation requested available and are pleased to reserve it for you**

Abbiamo disponibile la sistemazione richiesta e abbiamo il piacere di prenotarvela

...GIVING DETAILS ABOUT DATES AND TIMES OF ARRIVAL / DEPARTURE

- **The party will arrive on Friday 27th September at 6.00pm and will leave on Saturday 28th September at 9am**
  Il gruppo arriverà venerdì 27 settembre alle 18 e partirà sabato 28 settembre alle 9 di mattina
- **Mr and Mrs Jackson will arrive on 14th May late in the evening, around 10pm, and will depart the following day early in the morning**
  Il signore e la signora Jackson arriveranno il 14 maggio la sera tardi verso le 22 e ripartiranno il giorno dopo la mattina presto

...REFERRING TO DEPOSIT

- **You will find herewith enclosed the deposit of...**
  Troverete allegato una caparra di...
- **Could you please enclose / send us / let us have a deposit of 30% of the total amount?**
  Abbia la cortesia di / Vogliate cortesemente allegare / inviarci / farci avere una caparra del 30% della cifra totale.
- **As soon as we receive the deposit we will confirm the rooms you requested**
  Appena riceveremo la caparra confermeremo le stanze richieste

...ASKING FOR CONFIRMATION / CLOSING THE LETTER / FAX / E-MAIL

- **Would you please confirm my reservation...?**
  Vogliate confermare la mia prenotazione...
- **I look / We are looking / Looking forward to a reply / confirmation / receiving your confirmation at your earliest convenience / as soon as possible**
  Rimaniamo in attesa di una vostra risposta / conferma al più presto
- **Please let me have your reply / confirmation as soon as you can**
  Per piacere ci faccia avere una risposta / conferma il prima possibile
- **Please confirm my booking / reservation as I need to make my travel arrangements in good time**
  La prego di confermare la mia prenotazione al più presto poiché devo organizzare il viaggio per tempo
- **Could you please confirm the dates as soon as you can?**
  Confermi le date appena possibile
- **Since the first week of August is in great demand, will you please send us a confirmation as soon as possible?**
  Poiché la prima settimana di agosto è molto richiesta, ci faccia avere una conferma al più presto
- **Yours sincerely / Yours truly / Best regards / With kindest regards**
  Distinti / cordiali saluti