

William H.H. Mullin  
6842 E. Tawa Street  
Tucson, AZ 85715  
Feb. 25, 2008

Carnival Cruise Lines  
Attn: Bob Dickinson, CEO  
3655 NW 87<sup>th</sup> Avenue  
Miami, FL 33178-2428

Dear Mr. Dickinson,

My wife and I recently took our third Carnival cruise. Our previous trips with you were a December 1, 2002 Western Caribbean cruise aboard the "Paradise" and a February 12, 2006 Mexican Riviera cruise aboard the "Spirit". Our first cruises were wonderful and my wife and I were happy to praise Carnival Cruise Lines as shown in these web pages:

<http://aa4m.com/photos/cruises/1/>  
<http://aa4m.com/photos/cruises/2/>

Our third cruise was your Southern Caribbean cruise aboard the "Miracle", which departed from Ft. Lauderdale on February 11, 2008. Because of our age and health, it is very important for us to have an early dinner sitting. But when we arrived, we found that our early dinner reservation had been switched to late dinner seating. Even before going to our cabin, we went to the purser to ask them to correct this error. The purser told us that seating changes could only be made by the maître d'. So we went to the maitre d', who told us that a seating change would be made by noon the next day and that we'd receive a note in our cabin confirming this change. We were also told that we were too late to be seated at the early seating for the first night, so this meal we took in the Lido deck buffet.

By 2:00 PM the next day we had not received our seating change notification from the maitre d', so we went to the restaurant to talk to him again. He told us that he had been unable to find us early seating, therefore the only way we would be able to use the restaurant was if we took late seating. We showed him our receipt dated nine months earlier which confirmed 5:45 restaurant seating, but we were told that this didn't matter. When we asked why we were bumped, we were told it was because we were previous guests and it was someone else's turn for early seating! It was very evident from his tone and his "body language" that he found us to be a bother and wanted us to leave his restaurant. The remainder of our dinners were all taken in the Lido deck buffet.

In my opinion, a cruise is comprised of three important parts: 1) the cruise itself, 2) the side trips, and 3) dinners in the restaurant. Had any of these parts been missing, we would have booked a different trip!

This trip was originally booked with your agent Gerry Solorzano (800-819-3902, x85398). The booking number is 9R45H0 and it was booked May 8, 2007. At the time

we made our reservation, we asked for and received an early dinner seating reservation, and this is reflected by our receipt which we are still holding. Had early seating not been available, I'm sure Mr. Solorzano would have told us and we would have booked some other trip.

If it's not apparent to you, our treatment at the hands of Carnival Cruise Lines was a major disappointment to us! I think your policy of punishing previous guests by bumping them to late dinner seating is horrendous! So what would it take to make us happy? Right now we're not too keen on Carnival cruises, therefore a free trip would not make things right! Since we would **NOT** have booked this trip had we known that Carnival would not honor their commitment for an early dinner seating, and since we would have cancelled our trip reservation had we later been notified that we were being switched to late dinner seating, nothing less than a 100% refund will satisfy us. Here's the breakdown of what the trip cost us:

Paid to Carnival:	\$2,223.26
Airfare:	\$ 907.18
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Total:	\$3,130.44

Please mail your check for \$3,130 to us at the address at the top of this letter. If you have any questions, you may write, call us at 520-\*\*\*-\*\*\*\*, or send E-mail to <http://xinbox.com/Bill>.

Sincerely,

William H.H. Mullin