

them that they could make the change at any time as long as it was prior to their first boat dive. He explained to Heidi that Julie had a head cold when they arrived, so they were unable to dive. He went on to say that both Harrison and he tried many times to make the change to a 6-dive package, but all they got was a run around.

Heidi told them that she couldn't believe that she told them that they could make changes, but it didn't matter because they never made refunds on any tour packages. Harrison insisted that she had told them they could make the change. He also told her that they had to pay for the rental car and he knew that had been included in the package. Heidi asked if she could put them on hold while she reviewed their file.

While they waited, Roger and Harrison discussed their options. If satisfactory remedies were not offered, what should they do? They knew they would each write a letter of complaint, but to whom? Harrison suggested possible legal action, but just like the letters of complaint, to whom would these be directed? Or could they even take legal action? One thing was for sure—they were determined to get some satisfaction.

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