



J D Wetherspoon plc, PO Box 616, Watford, WD24 4QU | Telephone: 01923 477777 | Fax: 01923 219810
www.jdwetherspoon.co.uk

16 November 2012

Dear

Thank you for taking the time to contact us.

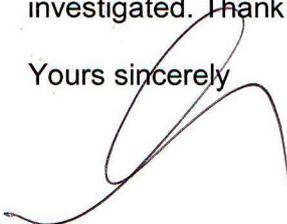
We try hard to provide good service and we are sorry to hear of your disappointment regarding the CAMRA vouchers being processed in our pubs. We do make mistakes and we are sorry that you feel we have let you down.

I can confirm that CAMRA vouchers can be used to purchase Ale that amounts to 1 pint. This can be purchased as 1 pint, or 2 half pints, or 3 third pints. The voucher can be used as long as the whole 'pint' is purchased in the same transaction and they all must all be the same price when using the voucher. The total cost after the discount has been applied can be no less than 99p.

All your comments have been passed to the Area Manager who looks after this pub and any action deemed necessary will be taken.

Once again we apologise that this incident occurred and do appreciate you writing to bring this matter to our attention. We can assure you that this is not indicative of the service we aim to give our customers. We have taken your comments seriously and will ensure that this issue is fully investigated. Thank you for giving us the opportunity to improve

Yours sincerely


Jodie Forde
JD Wetherspoon plc

