

Complaints

Rip-off Earl's Court

Head Office (██████████)

To: "institute@tsi.org.uk" (institute@tsi.org.uk)

Cc: "productinfo@tsi.org.uk" (productinfo@tsi.org.uk) ; "pressoffice@tsi.org.uk" (pressoffice@tsi.org.uk) ;
"rbkccustomerservices@rbkc.gov.uk" (rbkccustomerservices@rbkc.gov.uk) ; "new.scotland.yard@met.police.uk"
(new.scotland.yard@met.police.uk) ; Mayor (mayor@london.gov.uk)

Dear Sirs

I am sitting in an internet cafe in Earl's Court run by ConnectA55 Ltd.

It is directly opposite the Prince of Teck pub on the 161 Earl's Court Road, SW5 9RQ.

The staff are constantly Advising | Imploring | Forcing unsuspecting tourists to:

- **Buy unsuitable | overpriced Lebara mobile phone products**
- **Buy €1 sim cards for €5**
- **Buy mobile phone chargers €5 elsewhere for €15+**
- **Use their computers €1.50/hour just to print boarding cards which would take circa 5 minutes if you are blind.**

This conduct is immoral and I believe illegal.

Can I suggest (although not advise) you, Kensington & Chelsea and Metropolitan Police to just shut them down?

Preying on the vulnerable is one of the reasons that London is one of the worst cities in the world for tourists.

Kind Regards

██████████
