

[Hotel Letterhead]

Date: [Insert Date]

Guest Name: [Insert Guest Name]

Reservation Number: [Insert Reservation Number]

Dear [Guest Name],

On behalf of [Hotel Name], I would like to extend our sincerest apologies for the recent billing discrepancy encountered during your stay with us on [dates of stay]. We value your patronage, and it is always our priority to ensure all aspects of your experience meet the highest standards.

Upon reviewing your bill, we discovered that you were inadvertently overcharged by [\$XX.XX] for [describe the nature of the charge, e.g., mini-bar, room rate, etc.]. Please be assured that we have promptly corrected this error. A refund of [\$XX.XX] has been processed to your original method of payment, and you should see this reflected on your account within [X] business days.

To express our regret for any inconvenience this may have caused, we are pleased to offer you a complimentary [describe compensation, e.g., one-night stay in a deluxe room, dinner for two at our onsite restaurant, or a signature spa treatment] during your next visit to [Hotel Name]. To redeem this offer, simply mention this letter when making your booking, or present it upon check-in. Our guest services team will be delighted to assist you in arranging your experience.

We value your loyalty and appreciate your understanding. Should you have any further questions or require assistance, please do not hesitate to contact me directly at [Hotel Contact Information].

Thank you again for your patience, and we look forward to welcoming you back soon for a flawless and enjoyable stay.

Sincerely,

[Your Name]

[Your Title]

[Hotel Name]

[Hotel Contact Information]