

[Your Hotel's Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for choosing [Hotel Name] for your recent stay. We appreciate your patronage and the opportunity to serve you.

We are writing in response to your inquiry regarding the billing charges associated with your stay from [Check-in Date] to [Check-out Date]. Upon thorough review, we discovered an overcharge on your account. The original amount billed was **\$[Original Amount]**; however, the correct total for your stay should have been **\$[Correct Amount]**.

The overcharge occurred due to [brief explanation of cause, e.g., "an inadvertent duplication of minibar charges" or "an incorrect room rate entered into our billing system"]. We sincerely apologize for any inconvenience or confusion this may have caused.

To rectify this issue, we have processed an immediate adjustment to your account. The excess amount of **\$[Overcharged Amount]** has been refunded to your original method of payment. Please allow [number of days] days for the refund to appear in your account, depending on your bank's processing time.

We value your satisfaction and are committed to maintaining the highest standards of service and transparency in all our transactions. If you have any further questions or require additional assistance, please do not hesitate to contact our billing department at [Billing Department Phone Number] or [Billing Department Email Address].

Once again, we apologize for the oversight and thank you for bringing this matter to our attention. We look forward to welcoming you again in the future and providing you with an exemplary experience.

Sincerely,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]