

# Written Complaint Letter for Unsatisfactory Hotel Stay Requesting Refund

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Hotel Manager's Name]  
[Hotel Name]  
[Hotel Address]  
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Unsatisfactory Hotel Stay and Request for Refund

Dear [Hotel Manager's Name],

I am writing to formally express my dissatisfaction with my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date], under the reservation number [Reservation Number]. Unfortunately, my experience fell significantly short of my expectations due to several serious issues I encountered during my stay.

Specifically, I faced the following problems:

- The room provided was not clean upon arrival, with [describe specific cleanliness issues, e.g., dirty linens, bathroom not sanitized, trash not removed, etc.].
- The amenities advertised, such as [specify amenities, e.g., Wi-Fi, air conditioning, gym, pool], were either not available or not functioning during my stay.
- I experienced poor customer service, including [describe specific incidents, e.g., unresponsive staff, inappropriate behavior, unresolved complaints, etc.].

I brought these issues to the attention of hotel staff on [date(s)], but unfortunately, they were not resolved to my satisfaction during my stay.

Given the inconvenience and discomfort I experienced, I respectfully request a full/partial refund for my stay as appropriate compensation. I believe this is a reasonable request considering the circumstances, and I hope you will take prompt action to rectify the situation.

Please let me know how you intend to address this complaint. I am happy to provide any additional details or documentation needed to support my claim.

I look forward to your prompt response and resolution of this matter.

Sincerely,  
[Your Name]