

Example Complaint Letter for Hotel Overcharging Guests

[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]

Dear [Hotel Manager's Name],

I am writing to formally address an issue regarding my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date]. Upon reviewing my final bill (Reservation Number: [Reservation Number]), I noticed several unexpected charges that were neither explained nor authorized at the time of my booking or during my stay.

Specifically, I was surprised to find additional fees for [describe the charges, e.g., minibar usage, late check-out, extra services], amounting to [total disputed amount]. These charges were not communicated to me during check-in or check-out, nor are they reflected in the original booking confirmation.

I respectfully request a detailed breakdown of these charges and an explanation as to why they were added to my bill. I trust this matter is simply a misunderstanding or administrative error, and I am confident it can be resolved promptly.

I would appreciate your prompt attention to this matter. If these charges cannot be justified with documentation, I kindly request a full refund of the disputed amount. Please contact me at your earliest convenience via phone or email to confirm receipt of this letter and to discuss the next steps.

Thank you for your attention to this important matter. As a loyal guest, I hope for a swift resolution so I may continue to recommend [Hotel Name] in the future.

Sincerely,
[Your Name]