

Hotel Complaint Letter Sample with Booking Reference Number

This **hotel complaint letter sample with booking reference number** provides a structured template for guests to formally address issues encountered during their stay. Including the booking reference number ensures precise identification of the reservation, facilitating a swift and accurate response from hotel management. The letter typically outlines specific complaints such as room cleanliness, service quality, or amenities, aiming to resolve the matter amicably and seek appropriate compensation or corrective action.

Hotel Complaint Letter Template

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 Stay â€“ Booking Reference Number: [\[Your Booking Reference Number\]](#)

Dear [Hotel Manager's Name],

I am writing to formally bring to your attention a number of issues I encountered during my recent stay at **[Hotel Name]** from **[Check-in Date]** to **[Check-out Date]**. My booking reference number is **[Your Booking Reference Number]**.

Unfortunately, my experience was not up to the standards I expected based on your hotel's reputation. The specific issues I faced were as follows:

- **[Issue 1: e.g., Room was not clean upon arrival]**
- **[Issue 2: e.g., The air conditioning did not work properly]**
- **[Issue 3: e.g., Poor customer service at the front desk]**

I reported these concerns to your staff, but unfortunately, they were not resolved during my stay. This negatively affected my experience and overall satisfaction.

Given the circumstances, I kindly request **[appropriate compensation or action, e.g., a partial refund or complimentary future stay]** to rectify the situation. I hope you will consider my feedback seriously and take corrective action to prevent similar situations in the future.

I look forward to your prompt response.

Sincerely,

[Your Name]