

Date: [Insert Date]

Guest Name: [Insert Guest Name]

Address: [Insert Address]

Email: [Insert Email]

Dear [Insert Guest Name],

On behalf of [Hotel Name], I would like to extend our sincerest apologies for the inconveniences you encountered during your recent stay with us on [Insert Stay Dates]. We value your feedback, and we are very sorry to learn that your experience did not meet the high standards we strive to maintain.

We understand the disappointment caused by [briefly mention specific complaints, such as subpar accommodations, delayed responses, or unprofessional staff conduct], and we deeply regret any discomfort or frustration this may have caused. Please rest assured that we take such matters seriously and have already addressed your concerns with our team to prevent similar occurrences in the future.

To express our regret and commitment to your satisfaction, we are pleased to offer you [specify remedy, e.g., a partial/full refund, a discount on your next stay, or complimentary services such as breakfast or room upgrade]. We hope this gesture demonstrates our dedication to ensuring our guests' comfort and regaining your trust.

Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Phone Number] or [Email Address]. We sincerely hope you will give us another opportunity to provide you with the excellent service you deserve.

Thank you for bringing these matters to our attention.

Warm regards,

[Your Name]

[Your Position]

[Hotel Name]

[Hotel Address]

[Contact Information]