

# Hotel Booking Complaint Letter with Refund Demand Example

[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: Complaint Regarding Unsatisfactory 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], booked under the confirmation number [booking/reference number]. Unfortunately, my experience failed to meet the standards promised at the time of booking, and I am requesting a full refund for the reasons explained below.

Upon my arrival, I encountered the following issues:

- The room provided was not the category I had reserved. I had booked a [room type], but was given a [incorrect room type], which lacked the advertised amenities.
- The cleanliness of the room was substandard, with dirty linens and unemptied trash bins.
- Despite multiple requests, the air conditioning was not functioning properly, making my stay uncomfortable.
- [Add any additional specific complaints relevant to your experience.]

I reported these issues to the front desk staff on [dates], but, regrettably, no satisfactory solution was provided. Attached are the copies of my booking confirmation, photographs documenting the condition of the room, and correspondence with your staff.

In light of these failings, I am requesting a full refund for my stay, amounting to [total amount], as the accommodation provided was not as described and failed to meet basic standards of comfort and hygiene.

Please process the refund to the original method of payment within [reasonable timeframe, e.g., 7-14 days], and confirm once this has been completed. Should you need any additional information, please do not hesitate to contact me at [your phone number] or [your email address].

I look forward to your prompt attention to this matter and a swift resolution.

Sincerely,  
[Your Name]