

Letter Template: Letter of Complaint for Unexpected Charges on Hotel Bill

A letter of complaint for unexpected charges on hotel bill is a formal communication sent by a guest to address discrepancies or unauthorized fees found on their hotel invoice. This letter clearly outlines the disputed charges, requests a thorough review, and seeks a prompt resolution or refund. An effective complaint letter remains polite yet firm, detailing the stay dates, room number, and a description of the billing errors. For example, "Dear [Hotel Manager], I recently stayed at your hotel from [dates], and upon receiving my bill, I noticed unexpected charges amounting to [amount]. I kindly request an explanation and correction of this error to ensure accurate billing." Such letters help protect consumer rights and encourage hotels to maintain transparency.

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: Complaint Regarding Unexpected Charges on Hotel Bill
Dear [Hotel Manager's Name],
I am writing to formally bring to your attention unexpected charges that appeared on my bill following my recent stay at [Hotel Name] from [check-in date] to [check-out date]. Upon reviewing my final invoice, I noticed the following charge(s) that I do not recognize or believe to be correct:
- [List of disputed charges with amounts and brief descriptions]
I kindly request detailed explanation regarding these charges. I ask that you review my bill and remove or refund any errors at your earliest convenience. Enclosed/attached are copies of my bill and any relevant receipts for your reference. I would appreciate a prompt response to resolve this issue.
Thank you for your attention to this matter.
Sincerely,
[Your Name]

Sample Letter

Jane Smith
123 Maple Street
Springfield, IL 62704
janesmith@email.com
(555) 123-4567
June 3, 2024
Mr. Robert Allen
Grand View Hotel
456 Ocean Avenue
Springfield, IL 62704
Subject: Complaint Regarding Unexpected Charges on Hotel Bill
Dear Mr. Allen,
I am writing to bring to your attention unexpected charges that appeared on my bill after my stay at Grand View Hotel from May 25, 2024 to May 28, 2024, in room 304. Upon reviewing my invoice, I noticed a minibar charge of \$75 and a room service charge of \$40, both of which I did not incur. I kindly request a detailed explanation of these charges. Enclosed are copies of my bill and supporting documents for reference. I look forward to your prompt response and resolution of this matter.
Thank you for your attention.
Sincerely,
Jane Smith