

Apology Letter with Compensation Sample for Canceled Reservation

[Your Company Name]
[Your Company Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Customer's Name]
[Customer's Address]
[City, State, ZIP Code]

Dear [Customer's Name],

We sincerely apologize for the unfortunate cancellation of your reservation, which was scheduled for [reservation date] at [location or service]. We fully understand the inconvenience this has caused you and appreciate your patience as we address this matter.

This cancellation was due to [briefly explain reason, e.g., unforeseen circumstances, maintenance issues, overbooking]. We recognize disappointments and disruptions such as this can be extremely frustrating, and we regret any disruption to your plans.

As a gesture of our sincere apology, we would like to offer you the following compensation:

- [Full refund of your reservation fee]
- [An additional [specific amount or percentage] discount on your next booking]
- [Alternative arrangements, if applicable]

We highly value your trust and hope you will allow us the opportunity to serve you in the future. If you have any questions or if you would like to discuss further arrangements, please feel free to contact us at [contact information].

Once again, we apologize for the inconvenience and thank you for your understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]