

Date: [Insert Date]

Guest Name: [Insert Guest Name]

Reservation Number: [Insert Reservation Number]

Address: [Insert Address]

Dear [Guest Name],

On behalf of [Hotel Name], I would like to extend our sincerest apologies for the inconvenience you experienced during your recent stay with us. We truly value your feedback and are committed to providing each guest with a comfortable and enjoyable experience.

We understand that [briefly describe specific issue, e.g., "the noise from ongoing renovations" or "the delay in room service"] caused you discomfort and did not meet the high standards we strive to uphold. Please accept our heartfelt apologies for any distress or inconvenience this may have caused.

As a gesture of our commitment to guest satisfaction and to express our regret, we would like to offer you [describe compensation, e.g., "a complimentary night's stay", "a refund on the affected night(s)", "a voucher for use at our restaurant", or "a discount on your next visit"]. We hope this will in some way make up for your experience and demonstrate our genuine desire to make things right.

At [Hotel Name], we continuously strive to improve our services, and your feedback helps us in this mission. Please be assured that your concerns have been shared with our management team to prevent similar situations in the future.

We greatly appreciate your understanding and patronage, and we hope you will give us another opportunity to welcome you back and provide you with the quality experience you expect and deserve. Should you have any further concerns or require assistance with the compensation offered, please do not hesitate to contact me directly at [Hotel Phone Number/Email Address].

Thank you for bringing this to our attention.

Sincerely,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]