

Hotel Logo

June 20, 2024

Mr. John Doe
123 Maple Avenue
Springfield, State 34567

Dear Mr. Doe,

On behalf of the management and team at Premium Stay Hotel, I would like to offer my sincerest apologies for the inconvenience and disappointment you experienced during your recent stay with us.

We hold ourselves to the highest standards of hospitality, and it deeply concerns us that we fell short of your expectations with regard to the room readiness and noise disturbances you encountered. Please be assured that we are actively addressing these issues to ensure they do not recur for you or any future guests.

As a gesture of our regret and commitment to your satisfaction, we would like to offer you the following:

- A complimentary two-night stay in a Deluxe Suite, valid for one year
- A \$150 dining voucher to be enjoyed at our on-site restaurant
- Priority early check-in and late check-out on your next visit

We truly value your patronage and trust. If there is anything more we can do to make your next visit exceptional, please do not hesitate to let us know directly.

Thank you for giving us the opportunity to make amends. We look forward to welcoming you again soon.

Olivia Thomas

General Manager
Premium Stay Hotel