Guest Incident Report Follow-Up

Date: [Insert Date]

[Guest Name]

[Guest Address]

Dear [Guest Name],

We hope this message finds you well. We are writing to follow up regarding the recent incident that occurred during your cruise with us on [Cruise Dates]. Your comfort and safety are our top priorities, and we want to ensure that we address any concerns you may have.

As per our preliminary investigation, we have taken the following steps to resolve the situation:

- [Step 1: Description of action taken]
- [Step 2: Description of action taken]
- [Step 3: Description of action taken]

We sincerely apologize for any inconvenience this incident may have caused. If you have any further questions or if there is anything else we can assist you with, please do not hesitate to reach out.

Thank you for your understanding and for being a valued guest. We look forward to welcoming you aboard again in the future.

Warm regards,

[Your Name]

[Your Position]

[Cruise Line Name]

[Contact Information]