

Billing Error Response

Dear [Guest Name],

Thank you for reaching out to us regarding the billing error you experienced during your recent stay at [Hotel Name]. We sincerely apologize for any confusion or inconvenience this may have caused you.

After reviewing your account, we found that the issue stemmed from [brief explanation of the error, e.g., "an incorrect charge for room service"]. We have corrected this error and adjusted your final bill accordingly.

Your satisfaction is important to us, and we appreciate your patience as we resolved this matter. As a token of our commitment to better serve our guests, we would like to offer you [mention any compensation, e.g., "a 15% discount on your next stay"].

If you have any further questions or if there's anything else we can assist you with, please do not hesitate to contact us directly at [contact information].

Thank you for your understanding, and we hope to welcome you back to [Hotel Name] soon.

Sincerely,

[Your Name]

[Your Position]

[Hotel Name]