

# Dear [Guest Name],

Thank you for reaching out to us regarding your recent check-in experience at [Hotel Name]. We sincerely apologize for the inconvenience you faced during your arrival.

At [Hotel Name], we strive to provide excellent service and it is regrettable that we fell short in this instance. We understand how important a smooth check-in process is to our guests, and we are currently reviewing our procedures to ensure that this does not happen again in the future.

As a token of our apologies, we would like to offer you [compensation details, e.g., a discount on your next stay, complimentary service, etc.]. We hope this will enhance your next visit with us.

Thank you for your feedback, as it helps us improve our services. If you have any more concerns or require further assistance, please do not hesitate to reach out to us directly at [Contact Information].

We look forward to welcoming you back to [Hotel Name] soon.

Sincerely,  
[Your Name]  
[Your Position]  
[Hotel Name]