

Complaint Regarding Poor Hotel Amenities and Service

Date: [Insert Date]

To: [Hotel Manager's Name]

[Hotel Name]

[Hotel Address]

Dear [Hotel Manager's Name],

I am writing to formally express my dissatisfaction with my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date]. I had high expectations based on the hotel's reputation, but unfortunately, my experience fell short.

Firstly, the amenities advertised were not available or poorly maintained. [Provide specific examples, e.g., the pool was closed, gym equipment was broken, etc.]. This was particularly disappointing as I had chosen your hotel specifically for these facilities.

Additionally, the level of service I encountered was far from acceptable. [Mention specific incidents, e.g., staff was unhelpful, slow check-in process, etc.]. This lack of attention to customer service made my stay uncomfortable.

Given these issues, I believe a refund or a discount on my stay would be a fair resolution. I trust you will take my concerns seriously and improve the standards at your hotel.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]