

# **Subject: Issues Faced During Venue Rental Booking**

Dear [Venue Manager's Name],

I hope this message finds you well. I am writing to bring to your attention some issues we encountered during our recent venue rental booking for [Event Name] scheduled for [Date].

Firstly, we experienced difficulties with the online booking system, specifically during the payment process. This led to delays in confirming our reservation.

Additionally, there seemed to be a lack of clarity regarding the amenities included in the rental package. We had anticipated [specific amenities], but this was not clearly stated in our initial correspondence.

Lastly, we were informed of conflicting information about the venue's capacity which caused uncertainty in our planning.

We appreciate your attention to these matters and hope to resolve them promptly. Thank you for your assistance.

Best regards,  
[Your Name]  
[Your Contact Information]  
[Your Organization]