

# Letter of Acknowledgment and Apology

Date: [Insert Date]

To,

[Guest Name]

[Guest Address]

[City, State, Zip Code]

Dear [Guest Name],

We are writing to acknowledge the inconvenience caused due to the delayed check-in during your recent stay at [Hotel Name]. We sincerely apologize for not being able to provide you with a timely check-in experience.

At [Hotel Name], we strive to ensure that our guests have a pleasant experience from the moment they arrive, and we regret to have fallen short in this instance. Your comfort and satisfaction are our top priorities, and we appreciate your understanding and patience.

To make amends, we would like to offer you [mention any compensation, e.g., a discount, complimentary service] for your next stay with us. We hope this gesture will help restore your faith in our services.

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

Sincerely,

[Your Name]

[Your Position]

[Hotel Name]

[Hotel Contact Information]