

# Dear [Guest's Name],

We hope this message finds you well. We would like to extend our sincerest apologies for the inconvenience you experienced during your recent stay with us.

Your comfort and satisfaction are our top priorities, and we are truly sorry that we fell short during your visit. [Briefly explain the issue, e.g., "Due to unforeseen circumstances, we encountered difficulties that affected your stay."] We understand how this may have impacted your experience.

As a token of our regret, we would like to offer you [mention any compensation or gesture, e.g., "a complimentary night's stay" or "a discount on your next visit"]. We value your patronage and hope to have the opportunity to restore your faith in us.

Please feel free to reach out to us directly at [contact information] if you have any further concerns or if there is anything we can do to make it right.

Thank you for your understanding and for giving us the opportunity to make amends.

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