

**Dear [Guest's Name],**

We hope this message finds you well. Thank you for choosing [Hotel/Company Name] for your recent stay. We appreciate your business and your feedback.

We sincerely apologize for the inconvenience you experienced during your visit on [date]. It is our goal to provide each guest with a seamless and enjoyable experience, and we regret that we fell short in your case.

To express our apologies and to thank you for your understanding, we would like to offer you [details of compensation, e.g., a refund, complimentary night, gift card, etc.]. We hope that this gesture can help to improve your perception of our service.

We value your feedback and would love the opportunity to welcome you back for a better experience. Please feel free to reach out to us directly at [contact information] to discuss your future stay.

Thank you once again for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Hotel/Company Name]

[Contact Information]