

## **Complaint Letter: Overcharged For Hotel Stay**

**This package contains:**

1. Instructions & Checklist for Writing a Complaint Letter: Overcharged for Hotel Stay
2. Complaint Letter: Overcharged for Hotel Stay

## Instructions & Checklist for Complaint Letter: Overcharged for Hotel Stay

- This package contains: (1) Instructions & Checklist for Complaint Letter: Overcharged for Hotel Stay; and (2) Complaint Letter: Overcharged for Hotel Stay
  
- This form is designed to assist you in drafting a letter to the head office of a hotel, informing the management that you were overcharged for a recent hotel stay and requesting a partial refund.
  
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
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[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

August 25, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

I am writing to you about an error in the bill I paid for my 2-night stay at your [Name of Hotel] in [Name of City] on [Dates of Stay].

[Here, explain why you believe you were overcharged, i.e.: *When I made the reservation for this room by phone, I specifically asked the Reservations clerk whether the special rate I had seen advertised in the media would apply on the dates of my stay. After putting me on hold, she was gone for a few minutes, presumably checking with her supervisor. When she returned she told me that the reduced rate would indeed apply, and gave me my confirmation number, which was [Confirmation No.].*

*However, on the morning of my departure as I was checking out, I noticed that my bill for the 2 nights had been calculated at the regular room rate. When I mentioned to the desk staff person that I was supposed to get the special, he said that my reservation had been made by phone – that I had called the 800 number and had actually been talking to your central reservations office at your headquarters in New York. He also told me there was no local staff on duty at the moment who could deal with correcting any error, and since I had a flight to catch, I paid the amount billed.*

I enclose a copy of my receipt and a copy of the advertisement showing the special rate, and request you send a check for the amount I was overcharged to the address on this letterhead.

Cordially,

[Your Name]

Enclosures