

Formal Noise Complaint Resolution Message

Subject: Formal Apology Regarding Noise Disturbances

Dear [Guest Name],

We formally acknowledge and apologize for the noise disturbances that disrupted your sleep and comfort during your stay in room [number] on [dates]. The construction work, loud neighboring guests, and equipment noise were unacceptable disruptions to the peaceful environment you expected.

Our investigation revealed that proper noise control protocols were not followed, and guest services failed to adequately address your concerns when first reported. This represents a significant failure in our operational standards and guest relations procedures.

Effective immediately, we have revised our noise management policies, implemented stricter quiet hour enforcement, and retrained our night staff on proper response procedures. We have also upgraded our room soundproofing in the affected areas.

As compensation for this unacceptable experience, we are providing a full refund of your accommodation charges and extending an invitation for a complimentary weekend stay with guaranteed quiet room placement and priority guest services.

We respectfully request the opportunity to restore your confidence in our establishment through future exemplary service.

Respectfully yours,

[Manager Name]

General Manager

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