

Professional Billing Correction Apology Email

Subject: Billing Error Correction and Sincere Apology

Dear [Guest Name],

I am writing to address the billing discrepancies that occurred during your recent checkout process. We discovered that you were incorrectly charged for services not utilized, including spa treatments you did not book and minibar items you did not consume.

This error stemmed from a system malfunction in our property management software combined with human error during the audit process. We understand that discovering these incorrect charges was both frustrating and concerning, especially when dealing with your credit card company and personal budget planning.

We have immediately corrected all charges and processed a full refund for the erroneous amounts, which should appear on your statement within 3-5 business days. Additionally, we have implemented enhanced billing verification procedures and upgraded our software to prevent similar occurrences.

As an apology for this inconvenience and any stress it may have caused, we would like to offer you a 25% discount on your next stay with us, along with complimentary breakfast and late checkout privileges.

We value your understanding and look forward to welcoming you back for a seamless experience.

Sincerely,

[Manager Name]

Accounting Manager

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