

Quick Booking Error Apology Message

Subject: Quick Fix for Your Reservation Issue

Dear [Guest Name],

Sorry about the confusion with your reservation! I know arriving to find we didn't have your room ready was frustrating, especially after your long travel day.

We had a system glitch that affected several bookings, but that's our problem to solve, not yours to deal with. We've got you set up in an upgraded suite at no extra charge, and we're covering your first night completely.

Your original reservation details are now properly secured in our system, and I've personally flagged your account to ensure smooth check-ins for any future visits.

Thanks for your patience while we sorted this out!

[Manager Name]

Front Office Manager

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