

Creative / Light-hearted Apology Letter

Subject: Oops! Overbooked – Let's Make It Right

Dear [Guest Name],

Well, we goofed! Somehow, your room got caught in an overbooking mix-up for [Reservation Date].

We know it's not ideal, but we've got a solution.

Your new room at [Alternate Hotel Name] is ready, with complimentary breakfast and a small surprise to brighten your day. Our shuttle will get you there hassle-free.

Thanks for letting us turn this blip into a better experience!

Cheers,

[Hotel Manager Name]

[Hotel Name]

Get more templates here:

<https://www.lettersandtemplates.com/letters/hotel-apology-letter-for-overbooking>