**Letter of Apology**

**February 01st 2015,**

**Dear Mr. Guest Name,**

I regret to inform you that due to a overbooking situation in our hotel [Mention hotel name], we have to relocate you to our partner hotel which provide the same level of service to guarantee a pleasant stay.

We have arranged a Superior room for your at the [Mention the alternate hotel name], which has a great location and excellent services.

I apologise for the inconveniance you have experianced, but I am sure that your will have a great stay in our partner hotel.

***Yours sincerely,***

**General Manager**

Email: gm@yourhotel.com