**HOTEL NAME**

**ADDRESS**

Date: 10 May 2018

Dear (Guest Name),

Welcome to www.mahotels.net **( Mention your hotel name)**

We are delighted to have you with us and look forward to making your stay most comfortable.

For your information, we are still in a ‘Soft Opening’ Stage with the official opening scheduled for later this year.

You may thus experience some inconvenience during your stay, not really the standards we are known for, but please be assured that this is a very temporary situation and every effort are being made to rectify the same at the earliest.

Hence while requesting you to bear with us, we would also greatly appreciate hearing from you about the same. Your comments are vital for us in our endeavour to continuously exceed guests expectations in all aspects of our services.

Last but not least, on behalf of my entire team, I thank you for choosing to stay at **(Mention your hotel name)** and hope that you will not hesitate to call on myself or Front desk at Extension **( Mention extension no)** for any assistance you may require.

Yours sincerely,

Hotel General Manager name and sign