[TODAY’S DATE]

To:

New Waterloo, bart@newwaterloo.com

Dear Mr. Knaggs,

My name is [YOUR NAME] and I recently stayed at Fidelity Hotel, a member of Curator Hotels & Resorts Collection, on [DATE OF STAY]. I am writing to demand a refund of the resort fee that the hotel charged me for services I did not request.

The nightly fee that New Waterloo placed on my bill covered amenities that I did not want to use or pay for. New Waterloo sent these amenities to me without my requesting them and I consider them unwanted gifts. Please do not charge me again for such unsolicited goods. Additionally, I request a refund for the resort fee charge.

OH law provides:

Section 1333.60 Where any merchandise is offered for sale by means of its voluntary delivery to an offeree who has neither ordered nor requested it, the delivery of such merchandise constitutes an unconditional gift to the recipient.

I look forward to your response.

Signed,

[YOUR NAME]

CC: Jennifer Barnwell, CEO, Curator Hotels & Resorts Collection  
jbarnwell@curatorhotelsandresorts.com