[TODAY’S DATE]

To:

New Waterloo, bart@newwaterloo.com

Dear Mr. Knaggs,

My name is [YOUR NAME] and I recently stayed at Hotel Revival, 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.

MD law provides:

Maryland Code, Commercial Law § 14-1304

(a)(1) A person may not offer any merchandise for sale in any manner or by any means if the offer includes the voluntary and unsolicited sending of merchandise not actually ordered or requested by the recipient orally or in writing.

I look forward to your response.

Signed,

[YOUR NAME]

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