[TODAY’S DATE]

To:

Highgate Hotels, info@highgate.com

Dear Reservation Team,

My name is [YOUR NAME] and I recently stayed at Hotel Zena, 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 Highgate Hotels placed on my bill covered amenities that I did not want to use or pay for. Highgate Hotels 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.

I look forward to your response.

Signed,

[YOUR NAME]

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