[TODAY’S DATE]

To:

HEI Hotels, info@reverehotel.com

Dear Reservation Team,

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

MA law provides:

Section 43: Unsolicited merchandise

Section 43. Any person who receives unsolicited goods, wares or merchandise, offered for sale, but not actually ordered or requested by him orally or in writing, shall be entitled to consider such goods, wares or merchandise an unconditional gift, and he may use or dispose of the same as he sees fit without obligation on his part to the sender.

I look forward to your response.

Signed,

[YOUR NAME]

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