



EMERALD RESORT AND SPA

To:

Gabriella and Theodore Young

August 20

We are writing to you regarding a request made by a member of your party from room 706. We understand that an error resulted in the cancellation of your honeymoon suite reservation, causing significant disappointment. As explained to your guests, Emerald Resort does not guarantee reservations that have not been pre-paid in full. We apologize for any inconvenience this may have caused.

At Emerald Resort, we love to celebrate special moments, and we are committed to finding a potential solution for you. If you or your guests can adjust the accommodations for all other guests during your requested honeymoon week, we would be happy to shift reservations accordingly.

To assist you, everything you need is provided in the envelope labeled 'Hotel Reservations.' Please open it when you are ready. If you find an available room for your reservation, kindly send an email directly to the concierge using the 'Email the concierge' form at the bottom of the Room Access Portal site.

Please include the room number of your honeymoon suite in the subject line. The email is monitored continuously, and you can expect to receive a prompt response.

Sincerely

Richard Sanchez
Manager

