

HOTEL

ADDRESS

IDENTIFICATION **T.O.**

Place and date

Reference no.

Customer

Check-in date

Check-out date

Booking price

Dear Sirs,

We hereby acknowledge receipt of your communication relating to the complaint made by the above-referenced customer and regarding the suffering allegedly caused by the hotel's facilities during their stay with FULL BOARD/HALF BOARD, between the dates of (.....).

Therefore, taking into account any discount which you may possibly offer in relation to the complaint made by the customer in question (...) and once the facts and circumstances relating to the matter have been established by the hotel, this letter should be used as the official response to the complaint, providing the following information and making the following declarations.

- I. First of all, we must advise you that the content of this response, based on the facts which you have passed to us, does not and shall not imply the direct assumption of any kind of liability by the hotel, with the corresponding discount. At this stage, the parties must undertake a proper comparison of the evidence, which must be: (i) true; (ii) relevant to the time of the customer's stay; and (iii) substantiate the true cause of the suffering.

- II. To be consistent in our position, we have attached, as an **Annex** to this communication, documentation providing full, proper and accurate evidence of due diligence on the part of the hotel and scrupulous compliance with the sanitation and hygiene measures required for its activity (please note that the information we have attached relates to the dates of the customer's stay).

NOTE: THE DOCUMENTS MAY VARY DEPENDING ON THE CAUSE OF THE COMPLAINT.

1. Information about the booking and the customer's stay. (Full board or half board, accreditation of excursions, organised outings, etc.)
2. The hotel's sanitation/fumigation certificate. (Margin of at most 3 to 6 months.)
3. Microbiological control report on water for human consumption. (Proof of the absence of legionella.) (Margin of 6 months.)
4. Register of hygiene inspections of the kitchen and buffet. (Hazard Analysis and Critical Control Point: HACCP.) (Exceptional certificate, to be provided where available and if correctly completed.)
5. Bacteriological control, chlorine levels and pH of swimming pools and spas. (pH daily during the customer's stay, the other controls with a margin of 3 months.)
6. Food handling certificate relating to the date of the stay. (May be provided together with document no. 4 or in its place, given that, as indicated, that document is exceptional.)
7. Customer satisfaction survey completed on departure, including questions relating to sanitation. (Optional.)
8. The customer's declaration relating to sanitation in the check-out document. (Where applicable.)
9. Where there are medical staff at the hotel: Certificate issued by the doctor confirming that the customer was not treated during the dates of their stay, nor reported any suffering.
10. Where there are no medical staff at the hotel: Sworn declaration by the head of reception or an equivalent manager that they were not notified/informed that the customer was unwell or needed medical attention during their stay.

- III. Therefore, taking into account the actual evidence provided by the customer and the evidence relating to guarantees, certificates and medical records provided by this hotel, the **absence of any relationship** between the actions of this establishment and the alleged illness of the customer **is clear**.

Finally, without prejudice to the fact that this hotel has, by means of this formal communication and its annex, provided the evidence necessary to substantiate the proper running of its facilities, we must stress that it is aware of the measures available to it, under civil and criminal law, to defend its rights, in cases of false complaints based on falsified evidence, made with the intention of obtaining illicit financial gain.

In view of the above, we are confident of a prompt and fair resolution to this matter and remain at your disposal for any further questions you may have.

Yours faithfully,

HOTEL.