


STAFF RESPONSE TO GUEST COMPLAINT



Reservation at Kutus Kutus Sunari <reservation@kutuskutus-sunari.com>
kepada 24-22590%4239_8d6e13bfa01d477b

Sen, 26 Feb, 17.57

☆ ↶

Dear [REDACTED]


Relax and Rejuvenate in a North Bali Sanctuary Experience the New Sunari Resort

Thank you for email, we do apologize for that, we can not confirm the refund or can not waive cancellation fee, so we will charge full payment for this booking.

Thank you and should have any further assistance, please do not hesitate to contact us

Best regards,

[REDACTED]
Reservation Agent



Reservation at Kutus Kutus Sunari <reservation@kutuskutus-sunari.com>
kepada komang, Intan, Kadek

17 Jul 2024, 10.26

☆ ↶

Dear Mr. [REDACTED]


Relax and Rejuvenate in a North Bali Sanctuary Experience the New Sunari Resort

Thankyou for your email, we apologize for our mistake and we are pleased to confirm the overpayment for extra bed as floating deposit.

Thankyou for kind attention

Best regards,

[REDACTED]
Reservation Agent
New Sunari Lovina Beach Resort



Sales at Kutus Kutus Sunari <sales@kutuskutus-sunari.com>
kepada Ma, saya

28 Jun 2024, 11.30

☆ ↶

Terjemahkan ke Indonesia

Dear Ma [REDACTED]

Greeting from New Sunari Lovina Beach Resort

I would like to thank you for your email and after we have a discussion with New Sunari Management, so we decide as below :

1. Financial Refund against complaints made by Mr. [REDACTED] during their stay ([REDACTED]) at New Sunari, Lovina that we agree to do a financial refund for one night stay from their [REDACTED] stay at New Sunari. ([REDACTED])
2. To avoid potential complaints in the time to come : New Sunari will try to improve the quality of products, services and please inform the tour guide to let the guest know that the general hotel's condition in the northern part of Bali is not the same as hotels around the southern part of Bali. New Sunari is one of the chosen hotels in the area. This is to avoid their high expectations while in the north of Bali.

Finally, thank you very much for your great attention, support and always good corporations.

UNDIKSHA