

APPENDICES

Appendix 1 Transcript of Complaint Replies by Hotel Administrators of Melia Bali Hotel on TripAdvisor

Sample Code	Year	Replies
MB1	2026	Dear rowntra, Greetings from Paradisus by Melia Bali! Thank you very much for taking the time to share your detailed feedback regarding your recent stay with us. We truly appreciate your kind words about our beautiful grounds, renovated rooms, location, and the helpfulness of our team. It is always encouraging to know that many aspects of your visit were enjoyable. At the same time, we are sincerely sorry to learn that your dining experience did not meet your expectations. Please accept our genuine apologies for the disappointment this caused and for the impression it left on your overall stay. Your comments regarding the food quality and value are taken very seriously, as this is certainly not the standard of experience we strive to deliver. Constructive insights such as yours are extremely valuable to us as they help us refine both our menu offerings and service standards. We truly regret that this experience affected your overall impression, and we hope you will allow us the opportunity to welcome you back in the future so we may provide you with a dining experience that better reflects the quality we aim to offer. Thank you once again for your honest feedback and for choosing to stay with us.

		Best regards, Santhi Sugiyanthi Guest Experience
MB2	2026	Dear V5156XPclairel, Warm greetings from Paradisus by Meliá Bali, Thank you for taking the time to share your feedback following your recent stay with us. We are delighted to know that you enjoyed many aspects of your visit, including our family-friendly facilities, water park, cleanliness, convenient location, and the service provided by our Southeast Asian restaurant team. It is wonderful to hear that your child especially enjoyed the water park. We also appreciate you sharing your experience regarding the excursion and your return to the resort. We understand that caring for a child who was feeling unwell can be stressful, and we regret if the timing of the payment request upon your arrival back at the hotel felt less than ideal under the circumstances. Please be assured that your comfort and wellbeing are always important to us. Your feedback has been shared with the relevant teams as we continuously look for opportunities to enhance our service approach and ensure every guest interaction is handled with both efficiency and care. Thank you once again for your valuable feedback and for highlighting the many positive aspects of your stay. We hope to have the pleasure of welcoming you and your family back to Paradisus by Meliá Bali for another enjoyable holiday in the future.

		Kind Regards, Yogi Puspadi Guest Experience
MB3	2026	Dear V4678WDch, Warm greetings from Paradisus by Meliá Bali, Thank you for taking the time to share your detailed feedback following your recent stay with us. We are truly sorry to hear that your experience in the room did not meet your expectations and that the bathroom layout and functionality caused inconvenience during your stay. Please accept our sincere apologies for the discomfort you experienced, as this is certainly not the standard of experience we aim to provide. Your comments have been shared with our Engineering and Housekeeping teams for thorough review. We would also like to respectfully clarify that our resort offers a variety of room categories with different layouts and configurations, including bathroom designs that may differ depending on the selected room type. In addition, The Reserve facilities, including the adults-only pool, are exclusively dedicated to guests staying in The Reserve room categories, which is part of the concept to ensure a more private and tailored experience for those guests. We are sorry if this distinction was not clearly communicated prior to or during your stay, and we appreciate your feedback as it helps us improve our communication at every stage of the guest journey. We regret that we were unable to accommodate a room change during your stay due to high occupancy, and

		we are sorry that this added to your disappointment. Your comments regarding service recovery have also been shared with the relevant leadership team for internal review and improvement. Thank you once again for your valuable feedback. While we understand your concerns, we do hope to have the opportunity to welcome you back in the future and provide a more comfortable and seamless experience that better reflects our resort standards. Kind Regards, Yogi Puspadi Guest Experience
MB4	2026	Dear Matt212023, Warm greetings from Paradisus by Meliá Bali, Thank you for taking the time to share your detailed feedback following your recent stay with us. We truly appreciate your comments and regret to learn that certain aspects of your experience did not fully meet your expectations. Please accept our sincere apologies regarding the inconvenience you experienced with your room condition, restaurant reservation availability, and communication related to the opening event during your stay. Your feedback regarding the bedding comfort, dining options, pool experience, and resort facilities has been carefully noted and shared with the respective teams for further evaluation and improvement. At the same time, we are pleased to know that you appreciated the renovated restaurant areas and the family facilities, especially the kids splash area.

		Guest feedback such as yours is very valuable to us as we continuously strive to enhance our services and overall guest experience. We truly hope to have another opportunity to welcome you back and provide you with a more seamless and enjoyable stay in the future. Kind Regards, Yogi Puspadi Guest Experience
MB5	2026	Dear Charlieo670, Warm greetings from Paradisus by Meliá Bali, Thank you for taking the time to share your detailed feedback following your recent stay with us. We sincerely appreciate your candid comments, as they provide valuable insight into areas where we can continue to improve. First and foremost, please accept our sincere apologies that your arrival experience and certain aspects of your stay did not meet the expectations we aim to deliver. We regret that the atmosphere during our opening period affected your comfort and that you felt overlooked during what should have been a seamless and enjoyable stay. Guest experience remains our highest priority, and we are truly sorry for any inconvenience caused by the room allocation process and noise disturbance during the evening. At the same time, we are grateful for your kind recognition of our beautiful surroundings and the warmth and hospitality of our team, which we will be pleased to share with them.

		We also sincerely appreciate your constructive suggestions regarding our pool towel process, breakfast setting, and additional shaded areas around the main pool. Feedback such as yours is invaluable as we continue refining the overall guest experience and ensuring our facilities better reflect the standards we strive to uphold. Thank you once again for your honest feedback. While we are sorry that your visit did not leave you with the impression we had hoped for, we truly value your comments and hope to have the opportunity to welcome you back in the future for a more seamless and memorable stay. Kind Regards, Yogi Puspadi Guest Experience
MB6	2026	Dear sofiane277, Warm greetings from Paradisus by Melia Bali. Thank you for sharing your feedback. We are truly sorry to hear that your experience did not fully meet your expectations and for any inconvenience caused during your stay. While we always strive to accommodate our guests' requests with flexibility and care, we regret if our arrangements did not align with your preferences. Please know that our team remains committed to delivering attentive service and finding suitable alternatives whenever possible. Your feedback has been shared with the relevant team for review, as we continuously seek to enhance our service and overall guest experience.

		We truly appreciate your comments and hope to have the opportunity to welcome you again for a more seamless and enjoyable stay. Kind regards. Yogi Puspadi Guest Experience Team
MB7	2026	Dear Nell, Thank you for taking the time to share your experience. We fully understand how upsetting and stressful this situation must have been, and we sincerely apologize for the inconvenience and uncertainty it has caused to your travel plans. Please allow us to reassure you that all affected guests will be accommodated in rooms at no additional cost. Our team is working with urgency and care to resolve this matter as quickly as possible and to ensure that every guest receives the appropriate support and assistance. To best accommodate your needs, we are pleased to offer the following options: • Relocation to one of our trusted hotel partners, • Rescheduling your reservation, or • Full-refund, depending on what is most convenient for you. Once again, we are deeply sorry for the disruption caused. While the delays were beyond our control, we take full responsibility for supporting our guests and ensuring they are treated with care and attention

		throughout this process. Should you have any questions or require further assistance, please do not hesitate to contact us at guestservice.manager@paradisusbali.com. Warm regards, Paradisus by Meliá Bali
MB8	2025	Dear Mr. Troy B, Thank you for taking the time to share your experience. We truly understand how disappointing and stressful this situation must be, and we sincerely apologize for the inconvenience and uncertainty it has caused to your travel plans. Please be assured that all affected guests will be accommodated in rooms at no additional cost. Our team is working with the utmost urgency to resolve this matter as quickly as possible and to ensure that every guest receives proper care, support, and clear communication throughout the process. To best accommodate your needs, we are offering the following options: • Relocation to one of our trusted hotel partners, • Rescheduling your reservation, or • Full-refund, depending on what is most convenient for you. Once again, we are deeply sorry for this disruption to your travel plans. These delays were beyond our control, but the responsibility and the apology are entirely ours. Our whole team is here to support you every step of the way and to ensure you receive the attention you deserve. If you have any questions or need help with your reservation, you may reach us at guestservice.manager@paradisusbali.com.

		Warm regards, Paradisus by Meliá Bali
MB9	2025	Dear Mr. Christopher B Thank you for taking the time to share your experience. We truly understand how upsetting and stressful this situation must be, and we sincerely apologize for the inconvenience and uncertainty it has caused. Please allow us to reassure you that all guests will be accommodated with rooms at no additional cost. Our team is working tirelessly to sort this matter as quickly as possible and to ensure that every guest receives proper support and care. To best accommodate your needs, we are offering the following options: • Relocation to one of our trusted hotel partners, • Rescheduling your reservation, or • Full-refund, depending on what is most convenient for you. We would very much like to assist you personally and make this right. If you are willing, please share your email address so our team can contact you directly and provide immediate support. We are deeply sorry for this disruption to your travel plans. These delays were beyond our control, but the responsibility and the apology are entirely ours. Our whole team is here to support you every step of the way and to ensure you receive the attention you deserve. If you have any questions or need help with your reservation, you may reach us at guestservice.manager@paradisusbali.com Warm regards,

		Paradisus by Melia Bali
MB10	2024	Dear RobbyK120, Warmest greetings from Melia Bali! Thank you for sharing your feedback. We are glad our staff made your stay more enjoyable, especially at the beach restaurant, but we are truly sorry for the disappointments you experienced. We regret that the renovations impacted your stay, and we apologize for not being able to inform you earlier. Your concerns about the room condition, restaurant closures, and limited food options are well noted. We are especially sorry for the incident involving your wife's gluten allergy and will reinforce our safety measures. We appreciate your understanding and hope you will consider returning to enjoy our fully renovated resort in the future. Best regards, Kurnia Darmayanti Guest Experience
MB11	2024	Dear Kerrie N, Warmest greetings from Melia Bali! Thank you for choosing to stay with us and for taking the time to share your thoughtful feedback. We're thrilled to hear that you enjoyed our beautiful location, attentive service, and relaxing pools. Your kind words truly mean the world to us.

		We also sincerely appreciate your comments regarding the food pricing and the condition of our rooms. With our upcoming renovation, we are excited to enhance the comfort of our rooms, and your input will certainly guide us in fine-tuning our offerings to ensure an even better guest experience. Once again, thank you for sharing your thoughts. We truly hope to have the pleasure of welcoming you back in the future. Best regards, Santhi Sugiyanthi Guest Experience
MB12	2024	Dear 423preetm, Warmest greetings from The Tropical Paradise! Thank you for staying with us and for taking time to leave us a feedback. We're pleased to hear that our team made a positive impression with their warm service and that you enjoyed our Kids Club and the ease of exploring the resort. We sincerely apologize for the areas that fell short, especially regarding the condition of the rooms and the experience at breakfast. The upcoming refurbishment is indeed focused on addressing these issues, including updating the rooms and enhancing our overall services to better meet 5-star standards.

		Your feedback is invaluable, and we hope to have the opportunity to welcome you back once the renovations are complete, where we aim to deliver a much-improved experience. Thank you again for your candid review. Sincerely, Santhi Sugiyanthi Guest Experience
MB13	2024	Dear Artyl_DE, Warmest greetings from Melia Bali! Thank you for sharing your detailed feedback. It's unfortunate to hear that your experience did not meet the peaceful and relaxing stay that was expected, especially with aspects like noise disturbances, room conditions, and food offerings. The issues you've raised about the doors not closing properly and the card reader are certainly concerning, and these will be addressed to ensure future guests do not face the same challenges. We regret that the meal portions and pricing did not align with your expectations, especially in comparison to other locations. Pricing is influenced by various factors, but we understand how frustrating it can feel when value does not meet expectations. Your concerns regarding the ambiance, particularly with the activities and beach vendors, are also noted. While many guests enjoy the vibrancy of our all-inclusive offerings, we recognize that the balance between relaxation and entertainment can vary from person to person. Your observations about the post-pandemic changes to the local area are also valid, and we hope to see the surrounding areas flourish once again.

		We appreciate your acknowledgment of the cleanliness of our pool area. Should you decide to return, we would be eager to work with you to find accommodations that better suit your preferences for a tranquil experience. Thank you again for your feedback, and we truly regret that your stay was not more enjoyable. Best regards, Kurnia Darmayanti Guest Experience
MB14	2024	Dear hodg1, Warmest greetings from Melia Bali! Thank you for staying with us and for taking time to leave us a feedback. We are truly sorry to hear that your experience fell short of your expectations. Your comments regarding accessibility, service, and the overall condition of the resort are concerning. We understand the importance of these aspects and are committed to addressing them. Please be assured that your feedback about the pool accessibility equipment and service at the poolside areas has been shared with our team for review. We also appreciate your insights on our dining options. Your suggestions about incorporating more traditional Indonesian dishes will be considered as we continuously strive to enhance our guests' dining experiences. Thank you once again for bringing these matters to our attention. We hope to have the opportunity to welcome you back in the future and provide a stay that aligns with the high standards we aim to achieve.

		Best regards, Santhi Sugiyanthi Guest Experience
MB15	2024	Dear Team106, Warmest greetings from The Tropical Paradise! Thank you for staying with us and for taking time to leave us a feedback. First of all, we're truly sorry to hear that your experience did not meet your expectations, and we appreciate your honest feedback. We strive to offer a high level of service and comfort, and it's disappointing to learn that we fell short in several areas during your visit. Your comments about the size of the hotel, the check-in process, and the condition of the common areas and room have been noted. We are aware that some aspects of our property are in need of updating, and we're pleased to share that we are actively working on renovations to enhance the guest experience. Furthermore, we're glad to hear that you enjoyed the breakfast, room service, and the beauty of our surroundings. Your feedback regarding the cleanliness of the breakfast area and the issues with the room amenities will be addressed with our team to ensure improvements are made. Thank you again for your valuable insights. We hope to have the chance to welcome you back in the future and provide you with the exceptional experience you expected.

		Best regards, Santhi Sugiyanthi Guest Experience
MB16	2024	Dear Nacho M, Warmest greetings from The Tropical Paradise! Thank you for staying with us and for taking time to leave us a feedback. We are glad to hear that you found our gardens, lobby, and beach area to your liking and that you appreciated the cleanliness and the quality of the food. Your feedback regarding the rooms and facilities is invaluable, and we're sorry to hear that the initial room assigned did not meet your expectations. It's concerning to learn about the issues you encountered, and we appreciate your patience while we worked to address them. Our aim is to provide a consistent and high-quality experience for all guests, regardless of their room type. Your comments about the pool and the need for updates have been noted, and we are committed to improving these areas as part of our ongoing renovations and upgrades. Thank you again for your feedback, and we hope to have the opportunity to offer you a more satisfying stay in the future. Best regards,

		Santhi Sugiyanthi Guest Experience
MB17	2024	Dear Fatimaelamin, Warmest greetings from Melia Bali! Thank you for taking the time to share your feedback with us. We sincerely regret to hear that your recent stay did not meet your expectations and would like to address the concerns you've raised. Firstly, we understand how important it is for our guests to feel secure and have privacy during their stay. I assure you that we take these matters very seriously. After you reported the incident, we conducted a thorough investigation, including a review of CCTV footage, room key readings, and an extensive inquiry with our security team. The investigation did not reveal any evidence that any of our team members were in your room at the time you mentioned. We also noted inconsistencies in the details provided during the investigation, which made it challenging to establish the facts clearly. Regarding your mention of the cleaner in your room at 11 pm, our standard protocol ensures that housekeeping services are conducted during the day, and our team is trained to respect our guests' privacy by knocking before entering. We are sorry if there was any misunderstanding or discomfort caused during your stay. We appreciate your feedback about the shower drain, and we have passed this information to our maintenance team to address promptly. Your comfort is important to us, and we regret that this affected your experience.

		We were also informed that one of your friends had left a silver bracelet in the gym, which was safely returned by our team. We always strive to ensure our guests' belongings are well cared for, whether found in public areas or in rooms. Lastly, I apologize that our culinary offerings did not meet your expectations. We continuously work to improve our menu, and your comments will be shared with our culinary team. We understand that your experience did not reflect the high standards we aim to provide, and we are genuinely sorry that we did not meet your expectations. Best regards, Kurnia Darmayanti Guest Experience
MB18	2024	Dear H7922TIdanielw, Warmest greetings from Melia Bali! Thank you for taking the time to share your feedback and for choosing our resort for your honeymoon. We're delighted to hear that you enjoyed our beautiful grounds and gardens. We are genuinely sorry that your honeymoon did not meet your expectations in terms of privacy and relaxation. We understand how important these aspects are for a special occasion like yours. To enhance the experience of our guests seeking a more intimate setting, we offer The Level service. This includes access to exclusive areas such as a separate check-in and check-out, a private beach and pool area,

		and a dedicated breakfast venue. The Level also provides complimentary cocktail and tea times, along with attentive service to ensure a more serene and personalized stay. Your feedback is incredibly valuable to us, and we will certainly take your comments into account as we work to improve our offerings. We hope that despite the challenges you faced, you were able to create some wonderful memories during your stay. We would love the opportunity to welcome you back in the future and provide you with a more tranquil and tailored experience. Warm regards, Santhi Sugiyanthi Guest Experience
MB19	2024	Dear joannedU1322ZM, Warmest greeting from the island of God! Thank you for taking the time to share your feedback about your recent stay with us. I am glad to hear that you found our staff wonderful and enjoyed the quality of our restaurants. Your compliments are greatly appreciated. I am truly sorry to learn about the inconveniences you faced with the loungers and beach access. It is disheartening to hear that the towel issue and limited loungers affected your experience at The Level pool and beach area. Please know that we are actively working to address this concern to ensure a more enjoyable experience for all our guests.

		We also appreciate your feedback regarding The Level lounge and the canapés served. I understand how important a comfortable and enjoyable lounge experience is, and we'll take your comments into consideration as we look for ways to enhance our offerings. Thank you again for your valuable insights. We hope to have the opportunity to welcome you back in the future and provide you with an improved experience. Warm regards, Wildan Jodistian Ambari Guest Experience
MB20	2024	Dear Stay05237906639, Warmest greeting from Melia Bali, Indonesia! Thank you for taking the time to share your experience with us. We're truly sorry to hear that your stay did not meet your expectations, particularly regarding the beach seating and dining experiences. We understand how frustrating it must have been to find limited seating on the beach, especially during a well-deserved holiday with your family. Your feedback about the enforcement of our chair reservation policy is particularly valuable, and we will be reviewing our procedures to ensure this is addressed more effectively. Providing a fair and relaxing environment for all our guests is a top priority, and your comments will help us make the necessary improvements. Regarding the dining experience, we're sorry to hear that the buffet did not meet your expectations. We strive to offer a variety of options and quality service, and your feedback will be shared with our culinary

		team as we continuously work to enhance our offerings. We genuinely appreciate your constructive feedback and hope to have another opportunity to provide you with the five-star experience you deserve in future. Warm regards, Wildan Jodistian Ambari Guest Experience
MB21	2024	Dear Casey-Lee G, Warmest greetings from Melia Bali! Thank you for taking the time to share your feedback. We're sorry to hear that your stay did not fully meet your expectations, and we appreciate your detailed comments. We're glad to know that the lagoon access room was a highlight for you, but we regret that other aspects of your stay, including the comfort of the beds and the cleanliness of the shower, did not meet your standards. Your feedback regarding the main pool and breakfast buffet is noted, and we are working on improving these areas to ensure a better experience for our guests. We understand that the size of the resort can sometimes be a challenge, and we're sorry to hear that you faced difficulties with sun loungers and dining options. We are continuously striving to enhance our services and facilities, and your comments will be invaluable in this process.

		Thank you again for your feedback, and we hope that despite these issues, you were able to find some enjoyment during your stay. We would welcome the opportunity to better meet your expectations in the future. Best regards, Kurnia Darmayanti Guest Experience
MB22	2024	Dear Silvia D, Warmest greetings from Melia Bali! Thank you for sharing your feedback with us. We're glad to hear that you enjoyed our green areas and found your family suite comfortable and clean. However, we regret that the beach area did not meet your expectations. We understand how important it is to have adequate shade and seating, and we apologize for any inconvenience this caused during your stay. Your comments about the need for more sun loungers and shade are noted, and we will work to improve this aspect of our services. We also appreciate your feedback regarding the room's condition. While we're pleased that you found it comfortable, we acknowledge that some areas could benefit from an update. Please know that we are continuously working on enhancing our facilities to better meet the expectations of our guests. Thank you again for your review, and we hope to have the opportunity to welcome you back in the future, providing an improved experience.

		Best regards, Kurnia Darmayanti Guest Experience
MB23	2024	Dear deel437, Warmest greeting from the Island of Gods! Thank you for taking the time to share your feedback about your recent stay with us. We are pleased to hear that you enjoyed our food and found our bars reasonably priced. However, I sincerely apologize for the discomfort you experienced with the bath/shower area. Your safety and comfort are our top priorities, and I'm sorry to hear that the setup did not meet your expectations. We take your concerns very seriously and will address the slipperiness and water issue with our maintenance team to prevent future occurrences. Regarding the atmosphere of the hotel, we understand that the presence of children might not suit everyone's preferences. We strive to create a welcoming environment for all our guests and will take your feedback into consideration to improve our communication about the family-friendly nature of our hotel. Thank you once again for your valuable comments. We hope to have the opportunity to welcome you back in the future and provide you with a more enjoyable stay. Best regards, Wildan Jodistian Ambari

		Guest Experience
MB24	2024	Dear 54leeannm, Warmest greetings from Melia Bali! Thank you for sharing your feedback. We are deeply sorry to hear about your disappointing experience. We apologize for the hotel's condition and any inconvenience caused by the outdated facilities. We understand the need for renovation and are pleased to inform you that significant improvements are scheduled. Your concerns about breakfast variety and service are noted, and we will work to enhance our dining experience. We appreciate your positive comments about the food quality in our restaurants, though we regret that you found the prices high. The issues at the pool and the staffing concerns are being addressed to ensure better service for all our guests. We also understand your concerns regarding our staff's future during the renovation, and we are committed to supporting them during this transition. We hope to welcome you back once the renovations are complete to provide you with a much-improved experience. Best regards, Kurnia Darmayanti Guest Experience

MB25	2024	Dear foodeater11111, Warmest greetings from The Tropical Paradise! Thank you for staying with us and for taking time to leave us a feedback. We're glad to hear that you appreciated our beautiful grounds, great service, and the quality of our food. However, we truly sorry to learn that certain aspects of our facilities did not meet your expectations. We take your concerns about the Roman blinds, the pool tiles, and the hot water very seriously. Please know that we are currently in the process of addressing these issues and improve our guests' experience. Your feedback is invaluable in helping us enhance our services and facilities. We genuinely appreciate your comments and hope that you might consider giving us another opportunity in the future to provide a stay that fully meets the high standards you deserve. Warm regards, Santhi Sugiyanthi Guest Experience
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Appendix 2 Transcript of Complaint Replies by Hotel Administrators of Harris Kuta Tuban on TripAdvisor

Sample Code	Year	Replies
HKB1	2026	Cheers! Acorna, Thank you for your detailed feedback. We're glad to hear that our location and overall comfort suited your overnight stay and that you were able to rest well. We sincerely apologize for the inconvenience caused by the airport shuttle pick-up and the breakfast experience. This is certainly not the standard we aim to deliver. Your comments have been shared with our team for improvement, particularly in shuttle coordination and food quality. Regarding luggage storage, we regret any inconvenience caused. Our policy is in place to ensure proper handling and security; however, we appreciate your feedback and will review how we can better assist guests in such situations. Thank you again for bringing this to our attention. HARRISly yours, Grandi Sumeitro General Manager
HKB2	2025	Cheers! Sszukasea,

		Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, Grandi Sumeitro General Manager
HKB3	2025	Cheers! AudreyN158, Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, Grandi Sumeitro General Manager

HKB4	2025	Cheers! helenac853, Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, Grandi Sumeitro General Manager
HKB5	2025	Cheers! Drd208, Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours,

		Grandi Sumeitro General Manager
HKB6	2025	Cheers! AdhiDogel, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali. We assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, Grandi Sumeitro General Manager
HKB7	2024	Cheers! Gilar, Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours,

		M. Mufrani General Manager
HKB8	2024	Cheers! H6286YAlaurenI, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali. We assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB9	2024	Cheers! 438kab, Thank you for choosing HARRIS Kuta Tuban Bali as your preferred choice of accommodation. We assure you that your review would encourage our players at HARRIS Kuta Tuban Bali to delight all of our guests. We look forward to having the privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager

HKB10	2024	Cheers! 627mings, Thank you for choosing HARRIS Kuta Tuban Bali as your preferred choice of accommodation. We assure you that your review would encourage our players at HARRIS Kuta Tuban Bali to delight all of our guests. We look forward to having the privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB11	2024	Cheers! dancinpioneer, Thank you for choosing HARRIS Kuta Tuban Bali as your preferred choice of accommodation. We assure you that your review would encourage our players at HARRIS Kuta Tuban Bali to delight all of our guests. We look forward to having the privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB12	2023	Cheers! AkhmadZakih,

		Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assure you that your review will encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, M. Mufrani General Manager
HKB13	2023	Cheers! Kimberley0405, Thank you for choosing HARRIS Kuta Tuban Bali as your preferred choice of accommodation. We assure you that your review would encourage our players at HARRIS Kuta Tuban Bali to delight all of our guests. We look forward to having the privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB14	2023	Cheers! Marcoe79,

		Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, M. Mufrani General Manager
HKB15	2023	Cheers! Lendy-July2023, Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, M. Mufrani General Manager
HKB16	2023	Cheers! Wendy A,

		Thank you for your valuable time to write a review of our hotel HARRIS KUTA TUBAN Bali and for sharing your constructive feedback. We assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having the privilege of welcoming you again in the near future. HARRISly yours, M. Mufrani General Manager
HKB17	2023	Cheers! C7192XAronniem, Thank you for choosing HARRIS Kuta Tuban Bali as your preferred choice of accommodation. We assured that your review would encourage our players at HARRIS Kuta Tuban Bali to delight all of our guest. We will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB18	2022	Cheers! adam Lifeofmikey1, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali. We

		assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. We sincerely hope that the recent stay has not marred your impression of you on us as we will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB19	2022	Cheers! Jarmst510806, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali, we assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. Note in your comments with regards to our cleanliness. Please rest assured that respective department heads have duly taken note of improvement in the areas concerned. We sincerely hope that the recent stay had not marred the impression you have on us as we will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours,

		M.Mufrani General Manager
HKB20	2022	Cheers! Karen W, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali, we assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests. Please accept our apologies for the unpleasant experience. Note in your comments with regards to our facilities. Please rest assured that respective department heads have duly taken note of improvement in the areas concerned. We sincerely hope that the recent stay had not marred the impression you have on us as we will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB21	2022	Cheers! sv196867, Thank you for your valuable time to write a review for our hotel HARRIS Kuta Tuban Bali, we assured you that your review would encourage our players at HARRIS KUTA TUBAN Bali to delight all of our valuable guests.

		Please accept our apologies for the unpleasant experience we are hoping you to contact us directly for any concern you have. Please rest assured that respective department heads have duly taken note of improvement in the areas concerned. We sincerely hope that the recent stay had not marred the impression you have on us as we will look forward to having another privilege of welcoming you again in the near future. HARRISly Yours, M.Mufrani General Manager
HKB22	2020	Dear Valued Guest, Thank you for choosing our hotel during your holiday in Bali and for your time to write a review for our hotel HARRIS Tuban Bali. We are glad to know that you liked our free airport shuttle and also our hotel location. For your information, our hotel has many facilities GYM, Free WIFI, SPA, Swimming Pool and Free Shuttle to the Lippo Mall. We also have a very good location walking distance to the beach, The Mall and some more interesting places in Kuta. We will be pleased to welcome you back again in our Hotel in your next trip to Bali. Friendly regards,

		Antoine Caffarena General Manager
HKB23	2019	Dear Valued Guest, Thank you to write a review after your recent stay with us. We are glad to know that you liked our friendly staff and also our free airport shuttle. Regarding your comment about mosquitoes, we do apologize about it. For your information we have already a specific treatment twice a week. We also have a sign in the room indicating that if you need a mosquitoes repellent you can call our Housekeeping Department and they will provide you with one device. We look forward to welcome you back again in our Hotel HARRIS Tuban Bali. Friendly regards, Antoine Caffarena General Manager
HKB24	2019	Dear Valued Guest, Thank you to write a review after your recent stay with us. We truly regret that you had a bad experience during stay in our hotel. We already share your comment to our Food & Beverage Manager in order to take the corrective actions. Please be assured that this kind of situation doesn't represent our standards and our service.

		We look forward to welcome you back again in our Hotel, hoping that you will give us a second chance in your next trip to Bali. Friendly regards, Antoine Caffarena General Manager
HKB25	2019	Dear Valued Guest, Thank you to write a review after your recent stay with us. Concerning your comment about our staff service, we do apologize about it and be assured that this doesn't represent our standard of service. We have already reminded our team to give a good assistance to all our guest showing them the way to the room and also to bring their luggage. Pleased to inform you that you can use our hotel facilities like GYM, Free WIFI, SPA and free shuttle bus to the Lippo Mall during your stay. we also have a very good location walking distance to the beach, the mall and some more interesting places in Kuta. We hope to welcome back you again in the near future. Friendly regards, Antoine Caffarena General Manager

Appendix 3 Documentation

