

JONATHAN JIANG

To: me · Mon, Jul 27 at 12:38 AM

Message Body

Dear Mr. Voight,

Thank you for taking the time to share your feedback. I am very sorry to learn about the difficulties you experienced during your recent stay at Aloft San Francisco Airport, particularly after enduring nearly 38 hours of travel delays and cancellations. What should have been an opportunity for you to rest became an additional source of stress, and I sincerely apologize.

I understand your frustration regarding the late checkout request. Given the circumstances you described, I can appreciate how important an additional 15 to 30 minutes of rest would have been. I am sorry that our communication and service did not demonstrate the empathy and understanding you deserved during such a challenging travel situation. We strive to provide thoughtful hospitality, especially to guests experiencing unexpected travel disruptions, and I regret that we fell short of those expectations.

I would also like to address your concern regarding the final room cost. The Occupancy/Tourism that appeared on your folio is a tax and fee imposed by the City of Millbrae and is not retained by the hotel. However, I understand your concern that the total cost was higher than the room rate that was discussed. The applicable taxes and fees should have been clearly disclosed at the time of booking and are also outlined in the reservation confirmation email. I apologize if this information was not communicated clearly enough during your interaction with our team.

Your comments regarding the handling of your late checkout request and the overall guest experience have been shared with our leadership team for review and coaching purposes. While I recognize that this does not change your experience, please know that we take feedback such as yours seriously and use it to improve our service.

On behalf of the entire Aloft San Francisco Airport team, I sincerely apologize for the disappointment and frustration you encountered. We appreciate your loyalty to Marriott and regret that this visit did not reflect the level of service you have come to expect from our brand.

Thank you again for bringing these concerns to our attention. We hope to have the opportunity to restore your confidence in us in the future.

Warm regards,

Jonathan Jiang

Director of Operations

Aloft San Francisco Airport