<h5 class="highlight" align="justify">It is important that we check our credit card bill statement every month before making any payment to the bank.</h5> 1. I stayed at a HOTEL in Kuching on 15th March 2007 and checked out on the 17th. 2. I settled the bill by credit card amounting to RM 333.50 3.Today upon receiving my credit card statement I found out that I&#65533;ve been charged an additional RM 21 (Malaysia Ringgit Twenty One Only) without me signing any receipt. 4. I faxed my CC statement to Josephine on 25.4.2007 and latter received a call from SHARIFAH. She said that the RM 21 were charged because I&#65533;ve taken a bottle of water from the minibar. According to her it was discovered after I have left the hotel. 5.I did not take any items from the minibar during my stay and even if I have consumed anything I would have told your staff during my checkout. I am not that hard up for the water bottle. 6. The reason I am writing this letter is to seek clarification on certain doubts:- How could the hotel accuses a guest have taken certain things from the minibar after the guest has left the hotel. The house keeping team would have used it when they come to clean the room. If the hotel doesn&#65533;t trust their guest then you should check the room when the guest is at the counter when checking out before he leaves the building. How could the hotel say for sure what is in the minibar before a guest goes into his room? There was no inventory taken with the present of the guest. Maybe the said water bottle was not even there when I went in? How could you charge my CC (additional RM 21) without me signing any receipt? It seems that there is an element of Criminal Breach of Trust and cheating when a customer uses his CC in this KUCHING Hotel. 7. APART FROM GETTING EXPLAINATION ON THE ABOVE DOUBTS I AM DEMANDING THAT RM 21 THAT HAVE BEEN CHARGED TO MY CC UNLAWFULLY TO BE REFUNDED BACK TO ME BY this KUCHING Hotel. 8. I have also stayed for the second time in your hotel on the 18th April 2007. Maybe this time it&#65533;s the TV and BED? (Yet to receive my CC statement) RegardsComplainant Name WithheldHotel Name WithheldNote : This is a true case. The original complaint has not been edited except for the above.
