

Scott Wallace

02/26/2022

3398 State Route 31

Canastota, NY 13032

Account # 10001342 Invoice ID # 204744

To: Magic World Club / Customer Service PO Box 290538, Port Orange , FL 32129

Re: Cancellation of Vacation Package

Account # 10001342 Invoice ID # 204744

I called on Saturday 02/26/22 to cancel our tour package because my wife was not able to get the time off from work as initially planned. We booked our package thru Rooms101.com. The woman we booked with on 02/07/22, her name was Pam and was very friendly and nice at booking. When I called back on Saturday 02/26/22 to try to explain why we were canceling, the very same woman "Pam" from Rooms101.com was very rude, unprofessional, and actually, hung up on us. We couldn't believe it was the same person we booked with. We thought you should be aware of what took place.

**I regret to inform you in writing that we will need to cancel our vacation package and tour. We are aware we will be charged a cancellation fee of \$50.00. I am sending this certified mail well in advance of the 03/18/2022 deadline to avoid any additional charges. I have enclosed with this letter a copy of our signed contract.**

Regards,



Scott Wallace