

## Re: Hotel room



**From** Carla Mosby <carlacmosby@gmail.com>  
**To** <reservations@rooms101.com>  
**Date** 04/04/2022 05:31

Your Southwest flight, Flight 3763 on April 2 from MDW, now departs at 8:15 p.m. We're sorry for the delay. Please visit [www.southwest.com/status](http://www.southwest.com/status)

Saturday 6:49 PM

Your Southwest flight, Flight 3763 on April 2 from MDW, now departs at 8:45 p.m. We're sorry for the delay. Please visit [www.southwest.com/status](http://www.southwest.com/status)

Your Southwest flight, Flight 3763 on April 2 from MDW, now departs at 9:15 p.m. We're sorry for the delay. Please visit [www.southwest.com/status](http://www.southwest.com/status)

Yesterday 1:10 AM

You have been rebooked to LAS on Flight 3763 departing Apr 02 from MDW at 4:45PM, connecting to

Flight 1947 in ONT at 6:30AM.  
Confirmation #: 2PKJ7S. View details  
at [https://link.swa.info/  
NgPQQwBjUob](https://link.swa.info/NgPQQwBjUob)

On Mon, Apr 4, 2022 at 6:29 AM <[reservations@rooms101.com](mailto:reservations@rooms101.com)> wrote:

Please send proof of flight cancellation and invoice from hotel.

On 04/04/2022 05:25, Carla Mosby wrote:

> Hello,

>

> I am very upset with the customer service that I received at this  
> hotel.

>

> I paid you all \$419 plus \$45 for the room rate here .

>

> The Rooms here at the Sahara are \$109 and \$90 including the resort  
> fee. I didn't get any incentives. The communication was horrible abs  
> the lady I worked with was very rude.

>

> My plane got cancelled 2 days in a row and I have proof. I didn't  
> check in your hotel until the 3rd in the am.

>

> I am leaving today at midnight. This has been a horrible experience  
> for me to be charged this much with you all. Please refund me.

>

> Thanks,

> Carla