

#30432387 - 256-7396479 [ref:_00DD0qpSR._5002p2hVNh8:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 05/04/2022 07:44

If you would like to add any extra information, then please select reply (below/above) without modifying the Query Subject.

Case Number: 30432387

Case Subject: 256-7396479

Created Date/Time: 4/1/2022 4:07 PM

Agent Response:

<key id="Comment">

Dear Michelle,

Greetings from Hotelbeds.

Hereby we regret to inform you that unfortunately we cannot authorize the refund for 1st night since according to the information collected from the reservation, this was pre-assigned since April 1st in order to avoid no show and be able to assist our mutual client with the delayed arrival, hotel will bill for the entire stayed.

No refund will be process.

A sincere apology for the inconvenience this may cause. If you need further assistance, do not hesitate to contact us again.

Please, help me to further improve your experience. Scroll to the bottom of this email and rate the service received, Thank you!

</key>

Regards/Un saludo,

Andrea Quintero

Client Operations Executive

USA, Canada & Others: (+1) 8448126597

Brasil: (+55) 1131975981

How did we do? Please let us know by rating the quality of our service on a scale of 0 to 9 (9 being very satisfied):

0 1 2 3 4 5 6 7 8 9



----- Original Message -----

From: reservations@rooms101.com [reservations@rooms101.com]

Sent: 4/4/2022 2:09 PM

To: online.northamerica@hotelbeds.com

Name or Subject: 256-7396479 Mosby, Carla 4-1-2022

This client's flight was cancelled and they did not arrive until 4/2/2022. The hotel was made aware and advise that they would not charge them for the 1st nights due to the circumstances.

client is looking for a refund from us for the unused nights. Please get the with hotel and advise us of what the refund will be.

Thank You. We have attached proof of the flight issue.

Michelee

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