

Re: Hotel reservation



From <reservations@rooms101.com>
To Carla Mosby <carlacmosby@gmail.com>
Date 20/04/2022 04:50

Carla,

We just heard back from the Vendor. Unfortunately, the hotel is stating that for them to be able to keep the nights that you did use they had to keep the whole reservation and they are unwilling to offer a refund. We have already paid the hotel in full for the reservation and unless you can get them to offer a refund we cannot offer a refund to you as we had to pay for all of the nights. We understand that it was the airlines issue and we are suggesting that you contact them. The terms of cancellation were clear and unfortunately the hotel is sticking to them. We would be happy to send you a certificate that you could use on future travel.

Reservations

On 06/04/2022 07:33, Carla Mosby wrote:

This is when I checked in I have my flight was cancelled on the 2nd at 4:45pm and it flew me into Vegas at 6:45am.

Why is this so hard?

On Wed, Apr 6, 2022 at 8:16 AM <reservations@rooms101.com> wrote:

Again this is an airline issue. The reason we do the contract with the cancellation date is so that you are aware of the hotels cancellation date.

If you will give us a chance we will again try to obtain some type of a refund through the vendor, once you issue a chargeback our hands are tied and we can no longer try to help you.

Would you please send a copy of the receipt from the hotel showing the days that you stayed. The hotel gave the vendor the impression that you arrived the next day. According to the flight information provided by you the flight was changed to the 2nd. Even if you arrived in the

middle of the night or the next morning to be able to check in you would have had to pay for the night of the 2nd as check in is not until afternoon.

We understand the situation and frustration and we are doing our best to assist you.

Customer Care

On 06/04/2022 07:08, Carla Mosby wrote:

I did not check in until Sunday. My flight was cancelled FRIDAY and sat

On Wed, Apr 6, 2022 at 8:07 AM <reservations@rooms101.com> wrote:

Unfortunatley, the refund would have to come directly from the hotel

as we have already paid for the reservation.

We suggest that you contact the airline as that is what caused the

issue to being with. We will try our vendor again but if the hotel is stating they won't refund it our hands are tied.

We can send you a certificate that can be applied to future travel

to compensate the one night if you wish.

Customer Care

On 06/04/2022 06:59, Carla Mosby wrote:

The hotel told me that they can't change the reservation you have to I just spoke with them.

On Wed, Apr 6, 2022 at 7:55 AM <reservations@rooms101.com> wrote:

We understand that and the hotel did change the arrival date so you did not lose the whole reservation but they are still charging for the whole reservation.

On 06/04/2022 06:38, Carla Mosby wrote:

I spoke to you all the hotel said you guys have the invoice they

done. I spoke with the lady that was rude on the phone and she called the hotel.

I don't have an invoice.

On Mon, Apr 4, 2022 at 6:30 AM <reservations@rooms101.com>

wrote:

Thank you.

We need a copy of the hotel invoice and did you speak with anyone

at

the hotel that told you you would receive a refund of the unused nights?

If so, what was their name?

On 04/04/2022 05:26, Carla Mosby wrote:

Here is my ticket that has been canceled for April 1st.

FLIGHT ALERT

Hello CARLA,

We're sorry that we've had to cancel your flight 1419 from

-

Chicago, IL to LAS - Las Vegas, NV on April, 01 2022. We apologize

for this inconvenience and the impact to your travel plans.

To assist with your travel, we've put together some options:

Option #1 - Up to \$400 for travel on another airline

If you prefer, we'll reimburse up to \$400 per traveler for travel

on another airline within 72 hours.

Here's how it works: To purchase your tickets within the

next

24

hours

for one-way travel to be completed within 72 hours, please

visit

<https://rebook.tripeasy.com> [1], using your Last Name and

Frontier

reference # GBDPQJ to login. Then, book and pay for your

one-way

travel. Within 14 business days, a reimbursement check will

be

mailed

to the address you provide on the payment page of the

booking

process.

Option #2 - Full credit for your ticket + a \$100 Frontier voucher

per traveler

If you prefer to travel with Frontier at another time, we'll

provide

you with full credit for the unused value of your Frontier

ticket

plus

a \$100 voucher per traveler valid for future travel with Frontier.

* Your credit will be sent to you within one week, and will be

available for use for booking future travel on Frontier for

90

days

from the date the credit was issued; your future travel does

not

need

to be completed within 90 days

* Your voucher(s) will be sent to you within one week, and will be

valid for redemption for 90 days from the date of issue.

Travel

does

not need to be completed in that time.

* Voucher(s) and credits are valid for one-time use in booking

future air travel on Frontier; Voucher(s) are applicable to

ticket

fare only, and not to taxes or fees

Here's how it works: Submit a request for your credit and

voucher

at

<http://bit.ly/FrontierReimburse> [2] and select "Credit and Voucher"

from the drop-down menu.

Option #3 - Up to \$400 for alternative transportation

If you prefer, we'll reimburse you up to \$400 for

alternative

transportation (i.e. car rental, train).

Here's how it works: Submit a copy of your receipt(s) within

30

days

of your original travel date to

<http://bit.ly/FrontierReimburse>

[3]

and select "Other Reimbursement" from the drop-down menu.

Option #4 - Refund

Here's how it works: Submit a copy of your receipt(s) within

30

days

of your original travel date to

<http://bit.ly/FrontierReimburse>

[4]

and select "Refund" from the drop-down menu.

If you are at the airport, please be sure to collect all

checked

luggage prior to leaving the airport or before checking in

with

another airline.

Once again, we apologize for this disruption to your travel

plans.

We hope you will give us the opportunity to w [1]elcome you

onboard

a

future Frontier flight.

Sincerely,

Team Frontier

In instances where a refund option is offered, if no action

is

taken,

any remaining balance will be converted to a credit after 30

days.

The credit can be used to book future travel with Frontier [1]

for

90

days

from the date of conversion. If you purchased the WORKS that

date

will

be 365 days from the date of issue. If you used certain

forms

of

payment in your original booking, your expiration date may

be

longer.

Use your PNR to check your credit [1] shell valid date at

flyfrontier.com [2] [2] [2] [1]

[5]

BOOK A FLIGHT [6]

ONLINE DEALS [7]

MANAGE TRAVEL [8]

[9]

CONNECT WITH US

[10]

[11]

[12]

DOWNLOAD THE APP

[13]

[14]

You are receiving this email because of account activity with

Frontier Airlines. Privacy Policy [15]

This message was sent to @rashibrown43@gmail.com

©2022 Frontier Airlines. All Rights Reserved.

4545 Airport Way | Denver, [16] CO [16] [17]80239 [16]

Links:

[1]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6hEa4ILeG5j-2BJK-2BS...>

[2]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apufu4esfSWuhwXnAixcTZt...>

[3]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apufu4esfSWuhwXnAixcTZt...>

[4]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apufu4esfSWuhwXnAixcTZt...>

[5]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6gx7VZ79dYAf42qIjXzS...>

[6]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apibbHTtV-2FRQWepjnanYR...>

[7]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apuhvW-2Bu7D2LH018RD8k5...>

[8]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apibbHTtV-2FRQWepjnanYR...>

[9]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apibbHTtV-2FRQWepjnanYR...>

[10]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6iW0dNqr1i3efV8-2BFh...>

[11]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6rapNJ4H97WHVFRf3wpM...>

[12]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6j9VyN-2BwkXupaFYtzM...>

[13]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB61ly9-2Bgfyj9G2gk5ge...>

[14]

<https://u12869575.ct.sendgrid.net/ls/click?upn=vp-2FW2Z5Muxg1LDsjgvaB6jOuYX-2B9gHheT74Rxn...>

[15]

<https://u12869575.ct.sendgrid.net/ls/click?upn=9KN9SbhBDma8E4joMp1apibbHTtV-2FRQWepjnanYR...>

[16]

<https://www.google.com/maps/search/4545+Airport+Way+%7C+Denver,+CO+80239?entry=gmail&...>

[17]

<https://www.google.com/maps/search/4545+Airport+Way+%7C+Denver,+%C2%A0+CO+%C2%A0+80239?en...>

Links:

[1] <http://flyfrontier.com>

Links:

[1]

<https://www.google.com/maps/search/PNR+to+check+your+credit?entry=gmail&source=g>

[2] <http://flyfrontier.com>

Links:

[1]

<https://www.google.com/maps/search/uture+travel+with+Frontie?entry=gmail&source=g>

[2] <http://flyfrontier.com>

Links:

[1] <https://www.google.com/maps/search/e+us+the+opportunity+to+w?entry=gmail&source=g>

[2] <http://flyfrontier.com>