

Re: Hotel reservation



From Carla Mosby <carlacmosby@gmail.com>
To <reservations@rooms101.com>
Date 20/04/2022 11:36

11126 s leamington ave Alsip Illinois. I would like to go back to Vegas to a diff hotel like the belagio or Ceasers.

On Wed, Apr 20, 2022 at 8:19 AM <reservations@rooms101.com> wrote:

Ok we will get it in the mail. I am currently out of town but will have it in the mail on Monday. Would you please confirm your mailing address

Thank you.

On 20/04/2022 04:53, Carla Mosby wrote:

> That's fine I can take the certificate.

>

> On Wed, Apr 20, 2022 at 7:50 AM <reservations@rooms101.com> wrote:

>

>> 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 the 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

>> cancelation

>>>>

>>>> 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 loose 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 abs

>>>>>>>>> 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 [1]
>>>>>>> <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 Frontie [1]r
>>>> 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] [2] [1]
>>>>>>>> [5]
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>>>>>>>> BOOK A FLIGHT [6]
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>>>>>>>> ONLINE DEALS [7]
>>>>>>>>
>>>>>>>> MANAGE TRAVEL [8]
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>>>>>>>>> [9]

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>>>>>>>>> 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]

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>>>>>>>>> Links:

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2B6CdrQjtqWNnbEwkhzrfSrVbllu5t4Aeud81CAJprs1N8TleQ4yFuBQCp-
2FEgoeXSfATZQpzjTmfNYjPbnyLGn CZG1FU8WsSQEo-
2BwY40yV0xrbUlmj7BTOaBrvYRgJOLxvVcHYm1Wfkn9CJTmCoNfoRoOPAhs2yUE6pIIMNq-2BW-
2FR38ZEqYRkyfwSLvC2OpMQ-2BI-2FUnAkfp0xX4QexFZtfbCI-
2Bpp9aqMdBaORpaNSJzQ0wJgUj0MaGCO1A5nc0DQv0Gw-3D-3D

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2BwertijsunVWDcZyg-3D-3D

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2BM13MOATIsSidhfDtoLdTDlaOMh0Y3zs4Pbo5y0xV56MoYZt-2BD8I4Q-3D-3D

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

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>>>>>>>>> Links:

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

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