

#31988494 - 255-5934696 [ref:_00DD0qpSR._5002p2keDPn:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 29/07/2022 11:17

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

Case Number: 31988494

Case Subject: 255-5934696

Created Date/Time: 29/07/2022 13:58

Agent Response:

<key id="Comment">

Dear Michelle,

Greetings from Hotelbeds.

I hope you are well.

Regarding your request, we have cancelled this booking free of charges in our system as per hotel exceptional authorization.

Any due refunds can take up to 10 business days to be processed if you booking was paid by credit card or debit card.

Should you need any further assistance feel free to contact us anytime.

Help us make your experience even better. At the end of this e-mail you will find a short poll to rate my service, 9 being the best rate, thank you!

Have a nice day.

</key>

Regards/Un saludo,

Carmina Aguilar
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



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