

Re: #32054229 - relocation--keith dugan [ref:_00DD0qpSR._5002p2kdykJ:ref]

From Reservations Northamerica HBS <reservations.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 12/08/2022 09:04



Booking Reference: 235-7310566
Check in Date: 9/11/2022
Client Name: MBA MARKETING

Dear Partners MBA MARKETING,
Greetings from Hotelbeds,

Thank you for your e-mail.
Please be advised, the booking is well confirmed in **Queen bed classic room** but due to mapping error appears as Suite one bedroom in voucher.

Hotel has placed notes about this issue in its system, a new voucher will not be necessary, with the original one, the client will be able to check-in.

Please noted we already applied -20% discount on original rate as compensation.

Please let me know if there is anything else that I can assist you with.

Kind Regards
Raymundo Ortiz Rojas
Hotel Operations Executive
Hotelbeds
Av. Tulum No.286 SM.8 Mz.2 Lote1
C.P. 77500 Cancun Quintana Roo, México
www.hotelbeds.com
.....
[ref:_00DD0qpSR._5002p2kdykJ:ref]



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

From: reservations@rooms101.com [reservations@rooms101.com]
Sent: 5/08/2022 11:56 AM
To: online.northamerica@hotelbeds.com
Name or Subject: Re: #32054229 - relocation--keith dugan [ref:_00DD0qpSR._5002p2kflPt:ref]

still showing on the website one bedroom suite please fix

On 05/08/2022 08:38, Online North America HBS wrote:
> _If you would like to add any extra information, then please select
> reply (below/above) without modifying the Query Subject_
>
> Case Number:
> 32054229
>
> Case Subject:
> relocation--keith dugan
>
> Created Date/Time:
> 3/08/2022 18:51
>
> Agent Response:

MBA MARKETING INC
 P.O. Box 290538
 32129
 United States



Booking Details

Booking reference: 235-7310566 **Booking confirmation date:** 15/07/2022
Passenger name: Keith Dugan **Payment type:** Hotelbeds
Agency Ref.: 21554188

Services

ACCOMMODATION

Riviera Suites South Beach

CL 318 20TH STREET - 33139 - MIAMI BEACH, US
 From : 09/11/2022 (Wednesday) - To : 13/11/2022 (Sunday)

Room Type	Board	Occupancy	
St [REDACTED]	Room Only	2 Adults , 0 Children	740.10 US\$

FIT

This rate does not allow any changes. You must cancel the existing booking and issue a new one. Cancellation fees may apply according to the rate conditions.

Total : 740.10 US\$

Total net amount : 592.08 US\$

Cancellation Charges

Concept	From	Units	Value
Riviera Suites South Beach (SUITE ONE BEDROOM) x 1	05/11/2022 23:59h	1	740.09 US\$

Date and time is calculated based on local time of destination.

Payment for this pro-forma invoice should be made in full to HOTELBEDS USA, Bank: JP Morgan Chase New York, NY 1004 Account: 279619396 Account Routing /ABA/IBAN/: ABA 021000089 SWIFT CODE: CHASUS33, at least minimum 35 days prior to clients arrival or bookings may be subject to cancellation by our office (Any cancellation fees will be charged if applicable). You may pay by credit card so we can deduct the payment or by company check drawn on USA bank. Upon making your payment order please indicate our reference number, Thank you for your cooperation., FAX # 407 351 8420 / prepayment.am@hotelbeds.com

Admin Fee is subject to our Terms and Conditions.