



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 17/10/2022 09:50

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

Case Number:	32943409
Case Subject:	235-7496714 sheniece king 10/8/2022
Created Date/Time:	10/6/2022 8:58 AM

Agent Response:

<key id="Comment">

Dear Partners:

Greetings from Hotelbeds, I hope my email finds you well

Please be informed that the cancellation of reservation 235-7496714 proceeded without any penalties applied from the hotel, as we contacted the hotel, and confirmed with Rowan front desk agent who advise the booking on their end was cancel however there are no notes on our system or the hotel system. in this case the reservation was canceled free of charges as we can not confirmed what happened.

We assure you that for our company the client is of paramount importance and our efforts are directed towards ensuring that the services we offer to meet with your complete satisfaction. Regarding your request in this case the cancellation and the refund was processed successfully.

If you need further assistance, please do not hesitate, and contact us.

</key>

Regards/Un saludo,

Omar Cordova

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: 10/17/2022 12:10 PM

To: online.northamerica@hotelbeds.com

Name or Subject: Re: #32943409 - 235-7496714 sheniece king 10/8/2022 [ref:_00DD0qpSR._5002p2n8E5w:ref]

The client got to to the resort and they could not find the reservation so she did not check in.

On 14/10/2022 15:21, 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:

> 32943409

>

> Case Subject:

> 235-7496714 sheniece king 10/8/2022

>

> Created Date/Time:

> 10/6/2022 8:58 AM

>

> Agent Response:

> -----

>

>

> Dear Partners:

>

> Greetings from Hotelbeds and I hope my email finds you well

> Please be informed the reservation was always confirmed on our end
> 118004060 under the reference, in this case we have confirmed the
> payment was taken from the hotel please see the proforma attached.

>
> At Hotelbeds we continuously strive for the full satisfaction of our
> customers. We very much appreciate your feedback which is always of
> great value to us in our attempts to make our services the best in the
> business.

>
> If you need further assistance do not hesitate and contact us again.

>
>
> Regards/Un saludo,

>
> Omar Cordova
> 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]

>
> 1 [2]

>
> 2 [3]

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> 3 [4]

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> 4 [5]

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> 5 [6]

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> 6 [7]

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> 7 [8]

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> 8 [9]

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> 9 [10]

>
> [11]

>
> ----- Original Message -----

> From: reservations@rooms101.com [reservations@rooms101.com]
> Sent: 10/13/2022 1:08 PM
> To: online.northamerica@hotelbeds.com
> Name or Subject: Re: Automatic Reply: Query Number: #32943409 Subject:
> 235-7496714 sheniece king 10/8/2022

>
> we still have not anything for you guys on the problem

>
> On 06/10/2022 05:58, Online North America HBS wrote:
>> Dear Client, Please be advised we have created a Query for your
>> request and we will contact you with a reply shortly. If you would
>> like to add any extra information, then please respond to this
>> message. Kind regards, Client Relationship Centre [
>> ref:_00DD0qpSR_5002p2n8E5w:ref]

>> Hotelbeds strictly respects, enforces and monitors the
> confidentiality
>> of information it receives from, and shares to, its different
>> stakeholders. The content of this email is regarded as confidential
>> and intended only for the recipient specified in the message. If you
>> are not the intended recipient, any disclosure, copying and
>> distribution of the message, or any part thereof, is prohibited and
>> may be unlawful. In this case please reply with the subject "wrong
>> delivery" and delete the message.

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>
> ref:_00DD0qpSR._5002p2n8E5w:ref

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>
> Links:

> [1]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=0&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [2]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=1&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [3]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=2&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [4]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=3&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [5]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=4&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [6]
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=5&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188

> [7]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=6&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [8]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=7&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [9]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=8&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [10]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=9&case-id=5002p00002n8E5w&case-number=32943409&created=10/6/2022&case-source=&case-record-type=CRCPreArrival-InProgress&subject=235-7496714shenieceking10/8/2022&owner=OmarMoisesCordova&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasCore&country-commercial=U.S.A.&account-id=001D00000115OUB&account-number=43188>

> [11] <https://www.hotelbeds.com/login>

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