

To:
Rooms101.com
P. O. Box 290538
Port Orange, FL 32129
1-800-870-6691
Email: custcare@rooms101.com

From:
Daulat R. Aggarwal
P. O. Box 866031
Plano, TX 75086
972-896-6646
daulat@aggarwalgroup.net

November 12, 2022

Dear Sir/Madam:

The official confirmation letter has been attached to this letter. In all we were three (3) couples who went to Las Vegas for three (3) nights. This letter is written on behalf of all of us.

We called in response to your internet Ad to book a \$99.00 promotion per room for 3 nights in Las Vegas. Instead, we were advised to buy another promotion for \$106.59 per room for a total of \$319.77 for all 3 rooms and for 3 nights stay at Rio suites. We were also told to pay additional \$35.00 per room for all three (3) nights in taxes to Rio on check in i.e. another \$105 for all 3 rooms and for all 3 nights as hotel fees. Making it a total of 424.77 for all 3 rooms for all 3 nights to attend a sales presentation and an opportunity to buy a piece of real estate (like time share) in Vegas.

We had no plans to go to Las Vegas, but this opportunity attracted us.

When we arrived at Rio, it was a total mess, self-check in, very long lines, very slow and no help. Your confirmation number only allowed us to check in one room. It denied when tried to do other two rooms. It took us another 3 hours to get help to check in and get the other two rooms. Also they charged us a total fee of \$407.70 for all three rooms instead of \$105.00 which was told to us. Also, there were no microwave in any of the rooms which was also promised being suites rather than just common rooms.

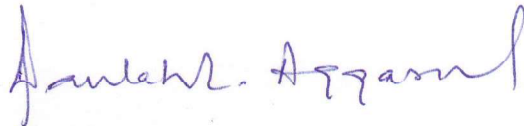
Next day on 25th of October, we all went to Jockey club on time for presentation.

Unfortunately to our surprise, only two (2) couples were admitted first and later on they were denied attendance due to our age. We strongly feel that we were discriminated against attending the presentation because of our age. We also feel that we were excessively charged by Rio i.e. \$407.70 instead of \$105.00 for fees, and there was no microwave in the rooms as promised forcing us to eat expensive meals outside.

In all fairness, Room101.Com failed to meet their obligations at Jockey Club presentation and stay at Rio as promised. You owe us a full refund of \$727.47 (319.77 + 407.70) for failed obligations. Please refund the full money of \$727.47 back to us ASAP.

Hope to hear from you most favorably.

Thank you very much.



Daulat Aggarwal

C: Sushma Aggarwal

Satya Arya

Raj Arya

Ashok Kumar

Kumkum Kumar



PrintDate: 10/19/2022

Rooms101.com
P.O. Box 290538, Port Orange, FL 32129
Customer Care: 1-800-870-6691
Emergency After Hours:
Email: custcare@rooms101.com

OFFICIAL CONFIRMATION



TO: Daulat Aggarwal
po box 866031
Plano TX 75086

Account Number: 1002322
Invoice Number: 205994
Travel Coordinator: Margo

Confirmation No:	256-8278752/8278748/8278740	Confirmation Date:	10/19/2022
Number of Nights:	3	Check in Time:	04:00 pm EDT on 10/24/2022

CONFIRMED ITINERARY

Checkin/Welcome Center

Checkin Date	STOP HERE FIRST	Hotel/Resort Phone
10/24/2022	Rio 3700 W Flamingo Rd Las Vegas NV 89103	Primary (866) 746-7671

Hotel/Resort Accommodations

Arrival Date	Departure Date	Property	Room Type
10/24/2022	10/27/2022	Las Vegas:Rio 3700 W Flamingo Rd Las Vegas NV, 89103	3 Deluxe Suite 2 Queen Rooms

Tour Information

Tour Date	Tour Time	Location	Tour Phone
10/25/2022	11:00 am	Jockey Club 3700 S. Las Vegas Blvd ,Las Vegas NV, 89109	Primary (702) 970-5781

You must attend and complete a courteous resort sales presentation. Tour information is attached to this confirmation. Reminder, you will have to adhere to the terms and conditions you agreed to.

Property Terms: Fees and taxes and deposit due at hotel. This special offer is being used for the purpose of soliciting sales of vacation ownership.

By making this booking , I agree to the Tour Terms and Conditions, Tour Qualifications, the Tour Cancel and Change Policy and the Charge back Policy.

TRANSPORTATION TO THE TOUR IS NOT PROVIDED

Sincerely,
THE TEAM AT Rooms101.com



Confirm Date: 10/19/2022

Rooms101.com
Customer Care: (800) 870-6691
Emergency After Hours: () -
Email: custcare@rooms101.com

Room and Tour Voucher

Voucher Number: 1002322-205994

This voucher entitles guest(s) accommodations listed below:

Guest(s): Daulat Aggarwal

Hotel/Resort: Rio

Reservation: 256-8278752/8278748/8278740

Check In Date: 10/24/2022

Check Out Date: 10/27/2022

Total Nights: 3

Tour Location:

Jockey Club
3700 S. Las Vegas Blvd
Las Vegas NV 89109
Primary (702) 970-5781

Tour Date: 10/25/2022

Tour Time: 11:00 am

Manifest: 1034634

Please keep in mind, any amount over basic cost, such as additional people, key deposit, meals, phone calls, resort fees, tickets, etc., are the responsibility of the guest(s).

****Note:** Failure to tour scheduled time for any reason will result in an additional charge presented to you in your terms of service and confirmation paperwork.

(Authorized Signature Resort Validation after completion of Tour)

Rooms101.com

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Tour Gifting:
None

Revision: 1212202108

Tour Location Caution Notice

ATTENTION: You may not be touring at the property that you are staying at. Consult your tour information sheet for details on where you are touring.

