


Re: Tahiti Village -1/15/2023 Jenkins, Josef HELP STILL

 **From** Reda Berrada <reda.berrada@getawayvacationclubs.com>
To reservations@rooms101.com <reservations@rooms101.com>, Ellie Berrada <ellie.berrada@getawayvacationclubs.com>
Date 15/02/2023 02:18

Michele

What the resort said is that they never told the guest about any refund. Also, the resort never charged the guest the room fee, they charged us the fee and we passed it on to you. What I got them to agree on is to credit back the fee once the guest completes the tour anytime in the future.

Thank you.

Reda Berrada

Magic World Club

[407-230-2002](tel:407-230-2002) | Reda.berrada@getawayvacationclubs.com

11951 International Drive Suite 2c3 Orlando ,FL 32821

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From: reservations@rooms101.com <reservations@rooms101.com>
Sent: Tuesday, February 14, 2023 12:08:48 PM
To: Reda Berrada <reda.berrada@getawayvacationclubs.com>; Ellie Berrada <ellie.berrada@getawayvacationclubs.com>
Subject: Tahiti Village -1/15/2023 Jenkins, Josef HELP STILL

Reda,

I am sorry to keep bugging you about this. But you said the resort never heard from these clients but I got this email (below) from Ellie from the resort stating that the client cancelled the tour. How would they know the client cancelled if they did not speak with them? (this was due to child being in the hospital with Covid which we did provide proof). Would you please check one more time the client is threatening.

We want to head things off. They do want to travel again but they don't want to pay again and of course they were also charge for not doing the tour. Would you please see if the resort would be able to issue any type of refund at all.

I would appreciate anything you could do with this.

Michele

On 17/01/2023 06:40, Ellie Berrada wrote:

> Hello,
>
> These guests canceled the tour. Can you please check with them?
>
> Thank you.
>
> Ellie Berrada
> Vice President, Magic World Club
>
> Cell: 407-910-5330 [1]
> | Ellie.berrada@getawayvacationclubs.com
>
> www.Magicworldclub.com [2]
>
> 11951 International Drive Suite 2C3 Orlando ,FL 32821
>
> -----
>
> From: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>

> Sent: Friday, January 13, 2023 9:48:09 AM
> To: reservations@rooms101.com <reservations@rooms101.com>; Reda
> Berrada <reda.berrada@getawayvacationclubs.com>
> Subject: Re: RESEND: RESEND: Tahiti Village -1/15/2023 Jenkins, Josef
> ROOM and TOUR

>
> Good morning,
>
> This reservation is booked.

>
> 01/14 to 01/17

>
> This reservation is confirmed #2995414/ID #1200527/tour date
> 1/16/23/Tour time 10 am.

>
> Thank you.

>
> Ellie Berrada
> Vice President, Magic World Club

>
> Cell: 407-910-5330 [1]

> | Ellie.berrada@getawayvacationclubs.com

>
> www.Magicworldclub.com [2]

>
> 11951 International Drive Suite 2C3 Orlando ,FL 32821

> -----
>
> From: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>

> Sent: Thursday, January 12, 2023 7:13:13 PM

> To: reservations@rooms101.com <reservations@rooms101.com>; Reda

> Berrada <reda.berrada@getawayvacationclubs.com>

> Subject: Re: RESEND: RESEND: Tahiti Village -1/15/2023 Jenkins, Josef

> ROOM and TOUR

>
> Hello,

>
> Reservation booked.

>
> This reservation is confirmed #2995414/ID #1200527/tour date

> 1/16/23/Tour time 10 am. We will give you a courtesy at the time, but

> in the future, the Reservation must be 14 days out.

>
> Thank you.

>
> Ellie Berrada
> Vice President, Magic World Club

>
> Cell: 407-910-5330 [1]

> | Ellie.berrada@getawayvacationclubs.com

>
> www.Magicworldclub.com [2]

>
> 11951 International Drive Suite 2C3 Orlando ,FL 32821

> -----
>
> From: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>

> Sent: Thursday, January 12, 2023 4:24:09 PM

> To: reservations@rooms101.com <reservations@rooms101.com>; Reda

> Berrada <reda.berrada@getawayvacationclubs.com>

> Subject: Re: RESEND: RESEND: Tahiti Village -1/15/2023 Jenkins, Josef

> ROOM and TOUR

>
> Hello,

>
> Sorry, Nothing yet.

>
> Thank you.
>
> Ellie Berrada
> Vice President, Magic World Club
>
> Cell: 407-910-5330 [1]
> | Ellie.berrada@getawayvacationclubs.com
>
> www.Magicworldclub.com [2]
>
> 11951 International Drive Suite 2C3 Orlando ,FL 32821
>
> -----
>
> From: reservations@rooms101.com <reservations@rooms101.com>
> Sent: Thursday, January 12, 2023 4:22:04 PM
> To: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>; Reda
> Berrada <reda.berrada@getawayvacationclubs.com>
> Subject: RESEND: RESEND: Tahiti Village -1/15/2023 Jenkins, Josef ROOM
> and TOUR
>
> Ellie,
>
> anything on this?
>
> Michele
>
> ----- Original Message -----
> Subject: RESEND: Tahiti Village -1/15/2023 Jenkins, Josef ROOM and
>
> TOUR
> Date: 11/01/2023 12:47
> From: reservations@rooms101.com
> To: MWC-Ellie <ellie.berrada@getawayvacationclubs.com>, MWC-Reda
> <reda.berrada@getawayvacationclubs.com>
>
> Ellie,
>
> I am sorry but this is also for a room at Tahiti Village. Check in
> 1/14
> for 3 nights. I did not have the correct info.
>
> Michele
>
> ----- Original Message -----
> Subject: Rebook : Somerpoint -1/15/2023 Jenkins, Josef TOUR ONLY
> URGENT 1198396
> Date: 11/01/2023 12:41
> From: reservations@rooms101.com
> To: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>, MWC-Reda
> <reda.berrada@getawayvacationclubs.com>
>
> Ellie,
>
> Would you please rebook this tour with Somerpoint-Vegas.
>
> check will be in Vegas from 1/14 for 3 nights. so tour on the 15th or
>
> 16th will work.
>
> Thanks
> Michele
>
> On 06/12/2022 15:38, Ellie Berrada wrote:
>> Hello,
>>
>> Tour booked.

>>
>> Tour is confirmed (Tour ID#1198396/Tour Date 12/09/22 and Tour Time
>> at 12:30PM)
>>
>> Thank you.
>>
>> Ellie Berrada
>> Vice President, Magic World Club
>>
>> Cell: 407-910-5330 [1]
>> | Ellie.berrada@getawayvacationclubs.com
>>
>> www.Magicworldclub.com [3] [2]
>>
>> 11951 International Drive Suite 2C3 Orlando ,FL 32821
>>
>> -----
>>
>> From: reservations@rooms101.com <reservations@rooms101.com>
>> Sent: Tuesday, December 6, 2022 5:10:01 PM
>> To: Ellie Berrada <ellie.berrada@getawayvacationclubs.com>; Reda
>> Berrada <reda.berrada@getawayvacationclubs.com>
>> Subject: Somerpoint -12/9/2022 Jenkins, Josef TOUR ONLY URGENT PLZ
>> client checks in tomorrow
>>
>> Ellie,
>>
>> Please book this tour with Somerpoint in Vegas.
>>
>> Thanks
>> Michele
>>
>> Links:
>> ----
>> [1] tel:+14079105330
>> [2] <http://www.magicworldclub.com/>
>
>
> Links:
> ----
> [1] tel:+14079105330
> [2] <http://www.magicworldclub.com/>
> [3] <http://www.Magicworldclub.com>