

#34663677 - 235-7842053 Donel Harper 2/22/2023 [ref:_00DD0qpSR._5002p2reZX3:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 24/02/2023 10:45

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

Case Number: 34663677

Case Subject: 235-7842053 Donel Harper 2/22/2023

Created Date/Time: 22/02/2023 18:30

Agent Response:

<key id="Comment">

Dear Michele,

Greetings from Hotelbeds.

Regarding booking #235-7842053

Please note that this reservation has a Non-refundable cancelation policy. Due to cancelation policy, last minute cancelations or no shows will incur in cancellation fees. Furthermore, the hotel did not approve the fee waiver.

We do apologize for the inconveniences this may cause you but the penalty will remain as they adhere to the terms and conditions.

We remain at your service.

At the bottom of this email, you will find a brief quality question we would appreciate answering.

</key>

Regards/Un saludo,
Elena Tah
Global Client Operations

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: Online North America HBS [online.northamerica@hotelbeds.com]

Sent: 24/02/2023 16:15

To: reservations@rooms101.com

Name or Subject: #34663677 - 235-7842053 Donel Harper 2/22/2023 [ref:_00DD0qpSR._5002p2reZX3:ref]

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

Case Number: 34663677

Case Subject: 235-7842053 Donel Harper 2/22/2023

Created Date/Time: 22/02/2023 18:30

Agent Response:

<key id="Comment">

Dear Michele,

Greetings from Hotelbeds.

Please note that we are currently working on your request, we have contacted the Hotel by phone and email, and we will get back to you soon to provide you with an update.

In the meantime, do not hesitate to contact us if you need any further information. At the bottom of this email, your score will be really appreciated.

</key>

Regards/Un saludo,

Elena Tah

Global Client Operations

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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: 22/02/2023 18:30

To: online.northamerica@hotelbeds.com; complaints.northamerica@hotelbeds.com

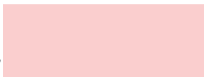
Name or Subject: 235-7842053 Donel Harper 2/22/2023

This client was on his way yesterday and was called back home by the caretaker of his child as his child was taken ill.

The client is unable to travel at this time due to having to obtain medical service for the child. He stated that he did call the hotel and they advised as long as the reservation was cancelled they would not charge for it. We did cancel it yesterday

Would you please check with the hotel and see if they will indeed waive the charge due to the situation.

Thanks
Michele

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ref:_00DD0qpSR._5002p2reZX3:ref 

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