

#38023490 - 235-8403972 Hussain Samnani 10/23/2023 [ref:!00DD00qpSR.!5002p02x2hIS:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 26/10/2023 14:23

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

Case Number: 38023490

Case Subject: 235-8403972 Hussain Samnani 10/23/2023

Created Date/Time: 23/10/2023 18:25

Agent Response:

<key id="Comment">

Regards Dear Partners

Greetings from Hotelbeds!

We regret to inform you that it has not been possible to obtain a favorable response from the supplier to your request for refund; so unfortunately we must deny your request

Agency Ref: 21515512521521558

Hotel name: The Barefoot'n Resort

Booking number: 235-8403972

Pax name: HUSSAIN SAMNANI

Check in/out: 23/10/2023 - 26/10/2023

If you have any questions and/or additional requirements, please do not hesitate to contact us.

Please help us making your experience even better, you can scroll down at the end of this email and rate my service

Thank you!

</key>

Regards/Un saludo,

Ivan Dario Zapata Lozano
Client Operation 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: Online North America HBS [online.northamerica@hotelbeds.com]

Sent: 23/10/2023 22:00

To: reservations@rooms101.com

Name or Subject: #38023490 - 235-8403972 Hussain Samnani 10/23/2023 [ref:!00DD00qpSR.I5002p02x2hIS:ref]

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

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Case Subject: 235-8403972 Hussain Samnani 10/23/2023

Created Date/Time: 23/10/2023 18:25

Agent Response:

<key id="Comment">

Regards Dear Partners

Greetings from Hotelbeds!

We are glad to inform that your request is in process, we are waiting for the Supplier confirmation in order to be able to proceed. Immediately we get the information we will be communicating back.

Agency Ref: 21515512521521558

Hotel name: The Barefoot'n Resort

Booking number: 235-8403972

Pax name: HUSSAIN SAMNANI

Check in/out: 23/10/2023 - 26/10/2023

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(9 being very satisfied):

0 1 2 3 4 5 6 7 8 9



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

From: reservations@rooms101.com [reservations@rooms101.com]
Sent: 23/10/2023 18:26
To: online.northamerica@hotelbeds.com
Name or Subject: 235-8403972 Hussain Samnani 10/23/2023


the client call in and said child is sick and not travel, please see if we can cancel the reservation at no charge. The client spoke to the manager and would cancel at no charge.

thanks

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Ivan Dario Zapata Lozano
Client Operation Executive

ref:!00DD00qpSR.!5002p02x2hIS:ref

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ref:!00DD00qpSR.!5002p02x2hIS:ref

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