

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

Case Number: 41246694

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Case Subject: 235-10905596 Quianna Clark 6/7/2024

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Created Date/Time: 31/05/2024 9:53

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**Agent Response:**

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<key id="Comment">

Dear Partners,

Greetings from Hotelbeds.

Regarding the reservation: 235-10905596

Following up your case, we regret to inform you that cannot proceed with your request.

We would like to inform you that the cancellation policy states: "Each room in this reservation is subject to the following cancellation policy: This reservation is non-refundable. There is no refund for no-shows or early checkouts.", which was accepted by our guest at the time of booking.

We understand that this may not be the preferred outcome, and we apologize for any inconvenience this may have caused. Please know that we are obligated to abide by the hotel-imposed penalties and do not have the authority to override them.

Thank you for your understanding, and we hope to continue our partnership in the future. If you have any further questions or concerns, please do not hesitate to contact us.