

Re: Invoice number 204766



From monica robert <monicairobert@hotmail.com>
To Custcare@rooms101.com <Custcare@rooms101.com>
Cc Luca Terrell Dickens (via Google Docs) <800kingz@gmail.com>
Date 2022-02-13 09:08


12:59 ↗




All



Missed

Edit

 **1 (800) 870-6691** 11:36 AM 
unknown

 **+1 (386) 230-2002 (2)** 11:36 AM 
Live Oak, FL

 **+1 (407) 934-1000** 11:22 AM 
Lake Buena Vista, FL

 **Chase** 11:12 AM 
home


 **1 (800) 870-6691** Yesterday 
unknown

 **Chase**
home

Yesterday 

 **Luca** 
FaceTime Video

Yesterday 

Luca  (2)
 home

Yesterday 

11:47 



+1 (386) 230-2002 >

Text Message
Wednesday 6:53 PM

(rooms101) monica, Invoice for your trip. CLICK LINK TO COMPLETE TERMS. <https://clientrts2.rooms101.com/> Your Invoice is 204766

(rooms101) monica, Invoice for your trip. CLICK LINK TO COMPLETE TERMS. <https://clientrts2.rooms101.com/> Your Invoice is 204766

Thursday 3:24 PM

(rooms101) Monica, Your confirmation is ready, please go to https://clientrts2.rooms101.com invoice number 204766



Text Message 



This morning I didn't see an email so I called customer service and no answer. So I figured we would go on the vacation then I called Double Tree to confirm and they had my reservation but in a room with no balcony. The only reason I went with Room101 was because of the add with the west gate resort. I filled the info on the add on 2/9/2022 and followed up by speaking to a rep that day who confirmed she could get me a room with a balcony in double tree and said the suites had balconies. Today the hotel said none of their rooms or the suite they have for us have a balcony... none do.

When I heard that I called rooms 101 and a lady answered who was really rude saying she wasn't customer service and customer service is closed today. I explained that the only thing we asked for was a balcony and she didn't even acknowledge my concern, sounded annoyed by her job and said I already got everything I needed in writing and no changes could be made. I explained this isn't what I paid for. She wrapped up the call and no help was provided.

I don't have a job and we have eight kids... vacations are rare for us. This felt like a bait and switch and I'm not ok with it. I'm still going because I'm not giving away my money and not go but this whole trip only had one requirement and it wasn't met.

Mónica Robert

From: monica robert

Sent: Saturday, February 12, 2022 11:58 PM

To: Custcare@rooms101.com <Custcare@rooms101.com>

Cc: Luca Terrell Dickens (via Google Docs) <800kingz@gmail.com>

Subject: Invoice number 204766

Please cancel the above invoice. We previously had a Valentine's Day weekend planned for tomorrow through Tuesday. My boyfriend isn't feeling well. Because of pandemic rules I'm hoping we can get this refunded. I tried calling but wasn't able to get ahold of a rep.

Thanks for your assistance. Look forward to hearing from you.

Monica Robert