

## #30388167 - Kenyatta Fleming



**From** noreplycrc <noreplycrc@hotelbeds.com>  
**To** reservations@rooms101.com <reservations@rooms101.com>  
**Date** 29/03/2022 16:29



Dear travel partner,

Please note that we have replied to your ticket opened on our website in the Reservations Help Desk. Please kindly check your ticket to see your reply or add any extra information via comments.

*Dear Andy,*

*Greetings from Hotelbeds.*

*I would like to inform that we have contacted the hotel and spoke to Matya the manager at the front desk who informed that the customers check-in and use all the reservation. He also informed us that they still have pending to release the deposit of the final customer due our guest had some issues (card broken) so the manager is holding that deposit and waiting for our customer call to the hotel and to provide the new card details.*

*If there is something else we can help you with, don't hesitate to contact us.*

Kind regards,

Client Relationship Centre



Reference Number: 235-7009938

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Ticket Number: 30388167

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Subject: Kenyatta Fleming

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