

#30500437 - 235-7049919--Lakisha Brooks 4/6/2022 date change [ref:_00DD0qpSR._5002p2hWeNN:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 08/04/2022 10:39

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

Case Number: 30500437

Case Subject: 235-7049919--Lakisha Brooks 4/6/2022 date change

Created Date/Time: 7/04/2022 9:50

Agent Response:

<key id="Comment">

Dear Client

Greetings from Hotelbeds

235-7049919

HCN: 107090197

Rosen Inn Lake Buena Vista, formerly Clarion Inn

LAKISHA BROOKS

06/04/2022 - 10/04/2022 >> 01/05/2022 - 05/05/2022

Elizabeth at reservations approved the internal amendment, we cannot modify the system because the hotel is using the original booking.

I hope you, your team, and your beloved ones are safe during these difficult times. Thank you, our emergency line is available around the clock, please do not hesitate to contact us should you have any further inquiries

</key>

Regards/Un saludo,

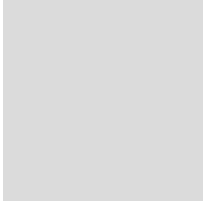
Maria Rosales Chavez

Client Operations Executive

-

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]

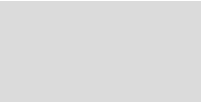
Sent: 7/04/2022 9:50

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

Name or Subject: 235-7049919--Lakisha Brooks 4/6/2022 date change

We call Hotel beds yesterday and spoke to Marcelle and she was going to call the hotel and get this change, we also call the resort and spoke to Elizabeth and she emailed us that would change reservation to 5-1-2022 for 4 nights. I have attached a letter the resort emailed Hotel beds and a copy to us for the change please update the system.

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ref:_00DD0qpSR._5002p2hWeNN:ref

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