

#31740020 - 235-7248787 [ref:_00DD0qpSR._5002p2klj2v:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 15/07/2022 10:10

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

Case Number: 31740020
Case Subject: 235-7248787
Created Date/Time: 7/12/2022 12:16 PM

Agent Response:

<key id="Comment">

Dear Margo,

Greetings from Hotelbeds.

As our conversation through the phone, we were able to confirm the upgrade to a Suite 1 bedroom for our mutual guest JAMEL LLOYD Booking reference 235-7248787.

That difference is cover by us so our mutual guest doesn't have to cover the upgrade upon arrival.

In regards of Booking reference 235-7115329 under the name Kimberly Foster, we created a new reservation with reference number 235-7310042 and front desk already confirmed this new reservation.

We apologize for all the inconveniences and if there is anything else we could do for you, please let us know.

</key>

Regards/Un saludo,

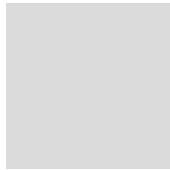
Juan Pablo Moctezuma
Client Operations Executive

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: 7/15/2022 11:31 AM
To: reservations@rooms101.com
Name or Subject: #31740020 - 235-7248787 [ref:_00DD0qpSR._5002p2klj2v:ref]

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

Case Number: 31740020

Case Subject: 235-7248787

Created Date/Time: 12/07/2022 12:16 PM

Agent Response:

<key id="Comment">

Dear Howard,

Greeting from Hotelbeds,

We are sorry for the delay in the response,

Our hotel partner has informed us that unfortunately, they cannot confirm the Suite one bedroom for this booking.

We would like to offer to confirm a 1 Queen bed room with private balcony and a 20% compensation due to the room change.

Please let us know if accepted so we can request the change to the hotel as well .

For further information, please let us know.

</key>

Regards/Un saludo,

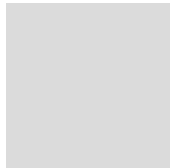
Ana Maroto Torres
Client Operations Executive

USA, Canada & Others: (+1) 8448126597

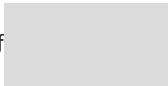
Brasil: (+55) 1131975981

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



ref:_00DD0qpSR._5002p2klj2v:ref



ref:_00DD0qpSR._5002p2klj2v:ref

Hotelbeds strictly respects, enforces and monitors the confidentiality of information it receives from, and shares to, its different stakeholders. The content of this email is regarded as confidential and intended only for the recipient specified in the message. If you are not the intended recipient, any disclosure, copying and distribution of the message, or any part thereof, is prohibited and may be unlawful. In this case please reply with the subject "wrong delivery" and delete the message.