


Re: check in info update WG-TC-Villas

 **From** CCR Reservations <reservations@customerchoicerewards.com>
To <reservations@rooms101.com>
Date 16/09/2022 12:34

Hello, the tour location is correct. For future bookings of tour onlys that will be touring at Westgate do not book their stay with Westgate as well. You booked their stay with Westgate town center so they toured her with Timeshare one day earlier 8/7/2022 and she became a NQ for travel club for 8/8/22.

Please book the stay separate from the tour site.

Last Name Primary Occupant:	Snyder
First Name Primary Occupant:	Tarra
Secondary Occupant First Name:	
Secondary Occupant Last Name:	
Nights:	5
Number in Party:	5
Date of Birth1:	12/06/1976
Date of Birth2:	06/17/2022
Number of Adults:	2
Number of Children:	3
Hotel Stay Location:	Westgate Town Center
Primary Address:	15329 Tina Lane, Woodbridge
Primary State:	VA
Primary Zipcode/Postal:	22193
Cellphone:	(804) 309-8013

Thanks again,
Customer Choice Rewards
Reservation Department
727-493-1246

* please note new address reservations@customerchoicerewards.com

On Fri, Sep 16, 2022 at 12:25 PM <reservations@rooms101.com> wrote:

This client toured here - travel club tour that was on the second floor of the gym. Can you please tell us where she was supposed to tour so that we can make sure that future client go to the correct location.

Thanks
Michele

On 16/09/2022 06:46, CCR Reservations wrote:

> Hi Michele, I'm sorry but Kris has advised that there is nothing more
> we can do on this. We do not want to risk our relationship with
> VO/Westgate pursuing a dispute that they have already told us multiple
> times that they will not pay on the tour.

>
> Linda
>
> Thanks again,

>
> Customer Choice Rewards
>
> Reservation Department
>
> 727-493-1246

> * please note new address reservations@customerchoicerewards.com

>
> On Fri, Sep 16, 2022 at 10:20 AM <reservations@rooms101.com> wrote:

>
>> Also got this from client. I did not get travel club through the
>> resort.
>> I completed the travel club tour that was on the second floor of the
>>
>> gym. I toured with Alvara.

>>
>> ----- Original Message -----
>> Subject: Re: Refund
>> Date: 16/09/2022 05:27
>> From: reservations@rooms101.com
>> To: tarrasnyder@aol.com
>>

>> Tarra,
>>
>> We will recheck with them, but you can buy the Travel club from the
>> Timshare tour.
>>
>> According to the Travel club you did NOT tour with them but toured
>> and
>> purchased through the resort directly from the Timeshare tour.
>>
>> We will let you know what they tell us.
>>
>> Reservations
>>
>> On 15/09/2022 12:08, tarrasnyder@aol.com wrote:
>>> I toured with the travel club and purchased travel club
>> membership. I
>>> have attached travel club card and purchaser acknowledgment I
>>> received. I did for fill my agreement by the terms you stated.
>>>
>>> Sent from the all new AOL app for iOS [1]
>>>
>>> On Thursday, September 15, 2022, 4:00 PM,
>> reservations@rooms101.com
>>> wrote:
>>>
>>>> Tarra,
>>>>
>>>> We contacted the Travel Club and we are unable to issue a refund
>>>> because
>>>> you did NOT tour with the Travel Club as we set it up. You
>> toured
>>>> directly with the resort for a timeshare tour. These are NOT the
>>>> same
>>>> things.
>>>>
>>>> Until you complete our tour somewhere/sometime we will not be
>> able
>>>> to
>>>> refund the \$200.00 as you did not complete the contract.
>>>>
>>>> Reservations.
>>>>
>>>> On 07/09/2022 12:12, tarrasnyder@aol.com wrote:
>>>>> Invoice number 205414. I was charged \$200.00 on 8-8-22 for not
>>>>> competing a tour. I completed tours on 8-7-22 and 8-8-22. In
>>>>> addition
>>>>> I also brought from westgate. I would like refund of the
>> \$200.00.
>>>>> I
>>>>> have attached documents to show I completed tours and also
>>>>> purchased.
>>>>>
>>>>> Sent from the allnew AOL app for iOS [1]
>>>>>
>>>>>
>>>>> Links:
>>>>>
>>>>> -----
>>>>> [1]
>>>>>
>>>>>
>>>>
>>>
>>
>> <https://apps.apple.com/us/app/aol-news-email-weather-video/id646100661>
>>>>>
>>>>>
>>>>
>>>
>>> Links:
>>> -----
>>> [1]

>>>

>>

> <https://apps.apple.com/us/app/aol-news-email-weather-video/id646100661>