

#32568971 - Kathy Manie 9-5-2022 [ref:_00DD0qpSR._5002p2lx3A3:ref]



From Complaints North America <complaints.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 09/09/2022 14:17

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

Case Number: 32568971
Case Subject: Kathy Manie 9-5-2022
Created Date/Time: 9/09/2022 14:40

Agent Response:

<key id="Comment">

Dear Andy,

Thank you for contacting Hotelbeds,

Sorry for the inconvenience.

Please be informed that we have contacted the hotel and they told us, our mutual client used this booking.

Unfortunately, they cannot provide us any document for security purposes but as the client used this booking they cannot approve the refund.

If you need further assistance do not hesitate to contact us.

</key>

Regards/Un saludo,

Lezlie Cruz
Client Relationship Centres

-

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



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