

# #34036580 - Martha Walker 12-25-2022 [ ref:\_00DD0qpSR.\_5002p2pf3c4:ref ]



**From** Online North America HBS <online.northamerica@hotelbeds.com>  
**To** reservations@rooms101.com <reservations@rooms101.com>  
**Date** 07/01/2023 11:55

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

Case Number:	34036580
Case Subject:	Martha Walker 12-25-2022
Created Date/Time:	3/01/2023 13:23

**Agent Response:**

<key id="Comment">

Dear Andy,  
Thank you for contacting Hotelbeds,

We inform you that we have received a response from the hotel, unfortunately the fees cannot be waived according to the non-refundable cancellation policies of the reservation.

In this case please provide us a written evidence or the name an position of the person who approved it in order to investigate with the hotel.

Apologies for the inconveniences.

If you require additional information, please 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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