

#34993278 - 235-7828883 kimberley foster 3/25/2023 [ref:_00DD0qpSR._5002p2sP3QY:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 20/03/2023 10:48

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

Case Number: 34993278
Case Subject: 235-7828883 kimberley foster 3/25/2023
Created Date/Time: 20/03/2023 12:35

Agent Response:

<key id="Comment">

Dear Rooms101,

Greetings from Hotelbeds.

As per your request, we have proceeded to cancel this reservation manually, it was without any penalty. Please process the full refund to the client from your end.

Should you need any further assistance, please do not hesitate to contact us.

Please help us to make your experience even better. You can scroll down at the bottom of this email and rate my service. Thank you.

</key>

Regards/Un saludo,
Jennifer L.

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: reservations@rooms101.com [reservations@rooms101.com]

Sent: 20/03/2023 12:35

To: online.northamerica@hotelbeds.com

Name or Subject: 235-7828883 kimberley foster 3/25/2023

having problem cancelling this reservation the error is Something went wrong

Your modification has not been performed due to an error in the request

Please, try again later.

The service has supplements misconfigured. The service has supplements misconfigured.

Error code:

EVO_CNX_18 + REC-SUPPLEMENT-MISSING

please cancel this reservation date of cancel is 3/21/2023

Thanks

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message. 

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