

#35255124 - 235-7934154 Asa Doogah 4-9-23 [ref:_00DD0qpSR._5002p2sYxan:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 12/04/2023 09:49

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

Case Number: 35255124

Case Subject: 235-7934154 Asa Doogah 4-9-23

Created Date/Time: 4/10/2023 9:13 AM

Agent Response:

<key id="Comment">

Dear Michele

Thank you for contacted Hotelbeds and we hope the guests get well soon.

We apologize for the delay.

As a follow-up to your request, Unfortunately, after several attempts and, Due to the cancellation policies, we were unable to get any refund approval from the hotel.

We know this may not be the preferred outcome, However, it is out of our control, and we are obligated to abide by the hotel-imposed penalties.

Should you require further assistance, feel free to contact us.

</key>

Regards/Un saludo,

Jorge Garcia
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: 4/11/2023 6:24 AM
To: reservations@rooms101.com
Name or Subject: #35255124 - 235-7934154 Asa Doogah 4-9-23 [ref:_00DD0qpSR._5002p2sYxan:ref]

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

Case Number: 35255124

Case Subject: 235-7934154 Asa Doogah 4-9-23

Created Date/Time: 4/10/2023 9:13 PM

Agent Response:

<key id="Comment">

Dear Michele,

Greetings from Hotelbeds.

In regards with this booking,
Hotelbeds reference: 235-7934154
Name: ASA DOOGAH
Date: 09/04/2023 - 12/04/2023
Hotel: WorldQuest Resort

We are awaiting a response from our provider. As soon as we have their reply we will inform you by email.

Should you require further assistance, please don't hesitate to contact us.

</key>

Regards/Un saludo,

Sirirat Wannasri
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: 4/10/2023 9:53 PM

To: reservations@rooms101.com

Name or Subject: #35255124 - 235-7934154 Asa Doogah 4-9-23 [ref:_00DD0qpSR._5002p2sYxan:ref]

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

Case Number: 35255124

Case Subject: 235-7934154 Asa Doogah 4-9-23

Created Date/Time: 4/10/2023 9:13 PM

Agent Response:

<key id="Comment">

Dear Michele,

Thank you for contacting Hotelbeds.

In regards with this booking,

Hotelbeds reference: 235-7934154

Name: ASA DOOGAH

Date: 09/04/2023 - 12/04/2023

Hotel: WorldQuest Resort

We are sorry about the sickness.

We would like to inform you that we are currently working on the request of our mutual guest and we are awaiting a response from our provider. As soon as we have their reply we will inform you by email.

However, please be advised that a partial or full reimbursement is not guaranteed and is subject to the supplier's approval. You can be sure that we will do our best to get a positive response to your request.

Should you require further assistance, please don't hesitate to contact us.

</key>

Regards/Un saludo,

Sirirat Wannasri

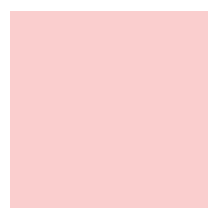
Client Operations Executive

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: 4/10/2023 9:44 PM

To: reservations@rooms101.com

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

Case Number: 35255124

Case Subject: 235-7934154 Asa Doogah 4-9-23

Created Date/Time: 4/10/2023 9:13 PM

Agent Response:

<key id="Comment">

Thank you for contacting Hotelbeds.

In regards with this booking,
Hotelbeds reference: 235-7934154
Name: ASA DOOGAH
Date: 09/04/2023 - 12/04/2023
Hotel: WorldQuest Resort

We are sorry about the sickness.

We would like to inform you that we are currently working on the request of our mutual guest and we are awaiting a response from our provider. As soon as we have their reply we will inform you by email.

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</key>

Regards/Un saludo,

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

Sent: 4/10/2023 9:13 PM

To: online.northamerica@hotelbeds.com

Name or Subject: 235-7934154 Asa Doogah 4-9-23

We received the attached email and backup from the client.

They were unable to travel due to mother having a stroke and complications.

The client is requesting a refund.

Please contact hotel and see if they will issue any refund due to the circumstances.

Thank you.

Michele
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