

#37109916 - 235-8235124 kathleen gaskin travel date 08/24/2023 [ref:_00DD0qpSR._5002p2wC9eC:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 23/08/2023 07:32

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

Case Number: 37109916

Case Subject: 235-8235124 kathleen gaskin travel date 08/24/2023

Created Date/Time: 21/08/2023 10:03

Agent Response:

<key id="Comment">

Dear partner,

Greetings from Hotelbeds.

As per below message we have contacted the hotel to assist you in requesting a reduction of the cancellation fees for the below booking. Unfortunately, the hotel has informed us that the rate booked is non-refundable and charges apply as per the conditions at the time of booking.

Thank you for your understanding.

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

</key>

Regards/Un saludo,

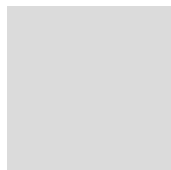
Sarah Orueta Zuñiga
Client Operations Executive

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: 23/08/2023 8:52

To: online.northamerica@hotelbeds.com

Name or Subject: Re: #37109916 - 235-8235124 kathleen gaskin travel date 08/24/2023 [ref:_00DD0qpSR._5002p2wC9eC:ref]

we have cancelled the room reservation

On 21/08/2023 14:22, Online North America HBS wrote:

> _If you would like to add any extra information, then please select

> reply (below/above) without modifying the Query Subject._

>

> Case Number:

> 37109916

>

> Case Subject:

> 235-8235124 kathleen gaskin travel date 08/24/2023

>

> Created Date/Time:

> 21/08/2023 10:03

>

> Agent Response:

> -----

>

>

> Dear Partner,

>

> Thank you for contacting Hotelbeds

>

> We are sorry to hear that the guest cannot travel due to Covid.

> Please be informed that we are happy to assist you with requesting a

> reduction of the cancellation costs.

>

> However, the booking still shows as active and confirmed in our

> system. To review a reduction of the cost, we kindly ask you to cancel

> the reservation.

> Once the booking is cancelled, please let us know and we will contact

> the hotel. Please note that the request cannot be guaranteed and is

> subject to the hotel's approval.

>

> Should you need any further assistance, please do not hesitate to

> contact us.

>

>

> Regards/Un saludo,

>

> Sarah Orueta Zuñiga

> 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]

>

> 1 [2]

>

> 2 [3]

>

> 3 [4]

>

> 4 [5]

> 5 [6]

>

> 6 [7]

>

> 7 [8]

>

> 8 [9]

>

> 9 [10]

>

> [11]

>

> ----- Original Message -----

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

> Sent: 21/08/2023 10:51

> To: online.northamerica@hotelbeds.com

> Name or Subject: Re: #37109916 - 235-8235124 kathleen gaskin travel

> date 08/24/2023 [ref:_00DD0qpSR._5002p2wC9eC:ref]

>

> we have cancelled the reservation

>

> On 21/08/2023 08:45, Online North America HBS wrote:

>> _If you would like to add any extra information, then please select

>> reply (below/above) without modifying the Query Subject._

>>

>> Case Number:

>> 37109916

>>

>> Case Subject:

>> 235-8235124 kathleen gaskin travel date 08/24/2023

>>

>> Created Date/Time:

>> 21/08/2023 10:03

>>

>> Agent Response:

>> -----

>>

>>

>> Dear partner,

>>

>> Thank you for contacting Hotelbeds

>>

>> We are sorry to hear that the guest cannot travel due to her husband

>> is sick. Please be informed that we are happy to assist you with

>> requesting a reduction of the cancellation costs.

>>

>> However, the booking still shows as active and confirmed in our

>> system. To review a reduction of the cost, we kindly ask you to

> cancel

>> the reservation.

>> Once the booking is cancelled, please let us know and we will

> contact

>> the hotel. Please note that the request cannot be guaranteed and is

>> subject to the hotel's approval.

>>

>> Should you need any further assistance, please do not hesitate to

>> contact us.

>>

>>

>> Regards/Un saludo,

>> Sarah Orueta Zuñiga
>> 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]
>>
>> 1 [2]
>>
>> 2 [3]
>>
>> 3 [4]
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>> 4 [5]
>>
>> 5 [6]
>>
>> 6 [7]
>>
>> 7 [8]
>>
>> 8 [9]
>>
>> 9 [10]
>>
>> [11]

>> ----- Original Message -----

>> From: reservations@rooms101.com [reservations@rooms101.com]
>> Sent: 21/08/2023 10:03
>> To: online.northamerica@hotelbeds.com
>> Name or Subject: 235-8235124 kathleen gaskin travel date 08/24/2023

>>
>> client called in has to cxl hubby sick going to check now in covid
> has
>> appt dr 08/25
>> she called hotel said they would cancel has to hear from you
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>>
>> ref:_00DD0qpSR_5002p2wC9eC:ref

>>
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>> Links:

>> -----

>> [1]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=0&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [2]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=1&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [3]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=2&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [4]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=3&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [5]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=4&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [6]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=5&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [7]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=6&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [8]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=7&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [9]

>>

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=8&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [10]

>>
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=9&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPreArrival-New&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

>> [11] <https://www.hotelbeds.com/login>

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8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188

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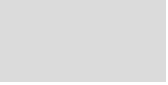
> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=8&case-id=5002p00002wC9eC&case-number=37109916&created=21/08/2023&case-source=&case-record-type=CRCPostTravel-InProgress&subject=235-8235124kathleengaskintraveldate08/24/2023&owner=SarahOruetaZuñiga&account-name=MBAMARKETING&brand=Hotelbeds&commercial-area=AmericasWS&country-commercial=U.S.A.&account-id=0012p00004MKJ2G&account-number=43188>

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