

#37242810 - case #377228249 [ref:_00DD0qpSR._5002p2wDs1T:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>

To reservations@rooms101.com <reservations@rooms101.com>

Date 31/08/2023 13:33

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

Case Number: 37242810

Case Subject: 235-8273017

Created Date/Time: 31/08/2023 - 16:33 GMT5

Agent Response:

<key id="Comment">

Dear reservations@rooms101.com

Greetings from Hotelbeds.

Thank you for allowing us to service your inquiry, and we sincerely appreciate your patience.

- 235-8273017
- SHANNON HARRIS
- Rosen Plaza Resort
- 01/09/2023 - 04/09/2023 (3 Nights)
- Distribution: Adults: 2 | Children: 0
- Number of rooms: 1
- Room: (DBL) Double
- Room type: (GR) Deluxe Double Room With Two Double Beds
- Board: (RO) Room Only

Please consider due to the type of reservation, the terms and conditions accepted at the moment of the booking and the legal contract with the hotel, the property inform us that booking is cancel on their end and the penalty of 96.54 USD remains. The hotel did not approved the cancelation without penalty.

We regret that we cannot give positive feedback on this occasion.

Reiterating our commitment to you and thanking you for your understanding in advance, we remain at your disposal for any questions or clarifications.

</key>

Regards/Un saludo,

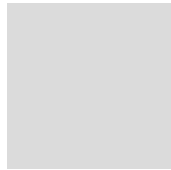
Abraham Saucedo
Client Operations Executive

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: 8/31/2023 8:36 AM
To: online.northamerica@hotelbeds.com
Name or Subject: Re: #37242810 - case #377228249 [ref:_00DD0qpSR._5002p2wDs1T:ref]

the booking number is 235-8273017

On 30/08/2023 12:06, 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:
> 37242810
>
> Case Subject:
> case #377228249
>
> Created Date/Time:
> 8/30/2023 9:13 AM
>
> Agent Response:
> -----
>
>
> Dear reservations@rooms101.com,
>
> Greetings from Hotelbeds.
>
> Thank you for allowing us serving you, we sincerely appreciate your
> patience.
>
> In order to be able to provide correct assistance, please share the
> Hotelbeds reference number to be able to locate the reservation in our
> system.

>
>
> Reiterating our commitment to you and thanking you for your
> understanding in advance, we remain at your disposal for any questions
> or clarifications.

>
>
> Regards/Un saludo,

>
> Abraham Saucedo
> 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: 8/30/2023 9:13 AM

> To: online.northamerica@hotelbeds.com

> Name or Subject: case #377228249

>
> we have cxl the reservation as told by you ..

> she cannot travel her state all the way down because of hurricane

> storm

> all declared states of emergency

>
> Hotelbeds strictly respects, enforces and monitors the confidentiality

> of information it receives from, and shares to, its different

> stakeholders. The content of this email is regarded as confidential

> and intended only for the recipient specified in the message. If you

> are not the intended recipient, any disclosure, copying and

> distribution of the message, or any part thereof, is prohibited and

> may be unlawful. In this case please reply with the subject "wrong

> delivery" and delete the message.

>
> ref:_00DD0qpSR._5002p2wDs1T:ref

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> Links:

> [1]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=0&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [2]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=1&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [3]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=2&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [4]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=3&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [5]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=4&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [6]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=5&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [7]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=6&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [8]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=7&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [9]


> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=8&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

> [10]

> <http://yourvoice.hotelbeds.com/s3/customer-service-satisfaction?score=9&case-id=5002p00002wDs1T&case-number=37242810&created=8/30/2023&case-source=&case-record-type=CRCPreArrival-New&subject=case#377228249&owner=AbrahamSaucedo&account-name=&brand=&commercial-area=&country-commercial=&account-id=&account-number=>

number=

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

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