

#38781324 - 255-7981076 joseph reed 12/23/2023 [ref:!00DD00qpSR.!5002p02yky4:ref]



From Online North America HBS <online.northamerica@hotelbeds.com>
To reservations@rooms101.com <reservations@rooms101.com>
Date 21/12/2023 14:42

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

Case Number: 38781324

Case Subject: 255-7981076 joseph reed 12/23/2023

Created Date/Time: 12/20/2023 1:34 PM

Agent Response:

<key id="Comment">

Dear valued partners at rooms 101,

Greetings from Hotelbeds and apologize for the delayed response.

Thank you for reaching out regarding reservation 255-7981076.

Please note that we have contacted our supplier, and they have kindly approved to cancel the reservation free of charge as per your request.

We have already adjusted the booking value through our system, and it is now canceled and fully refunded in the amount of \$134.64 USD.

If you require additional information, please do not hesitate to contact us.

Please help us by making your experience even better. You can scroll down at the end of this email and rate my service. Thank you.

</key>

Regards/Un saludo,

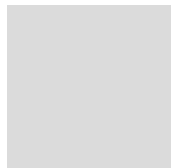
Carlos Pimental
Operations Executive

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: 12/20/2023 1:34 PM

To: online.northamerica@hotelbeds.com

Name or Subject: 255-7981076 joseph reed 12/23/2023

please see if we can waived the cancellation fee the client wife hurt her foot and can not travel.

Thanks

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