

User16860539109173802083 commented on your post on Case: 43277880



From Help Desk <crmsupport@hotelbeds.com.invalid>
To reservations@rooms101.com <reservations@rooms101.com>
Date 2024-08-25 06:37



User16860539109173802083 (Employee)

Dear Partner,

Thank you for contacting Hotelbeds.

We do apologize for the delayed response.

We would like to inform you that as per our Hotel Partner, stated that their colleague has already contacted the hotel and spoke with the hotel staff. As per the hotel, the booking is well-confirmed with the HCN of 454953551776, however, the reason that our valued guests didn't check in was because they didn't want to pay the resort fee plus city taxes that is mandatory to be paid on the spot.

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

Best regards,

Prince Angelo Marianito
Client Operations Executive

[View/Comment](#)

Replying to



43277880 — WEINGARTEN_3338 (Customer) created a case.

Friday, 23 de August de 2024 19:01

Case Number: 43277880

Main/Secondary: Secondary

Case Booking Reference: 256-12995238

and 3 more

User16860539109173802083 (Employee)

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Best regards,

Prince Angelo Marianito
Client Operations Executive

Sunday, 25 de August de 2024 12:37

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