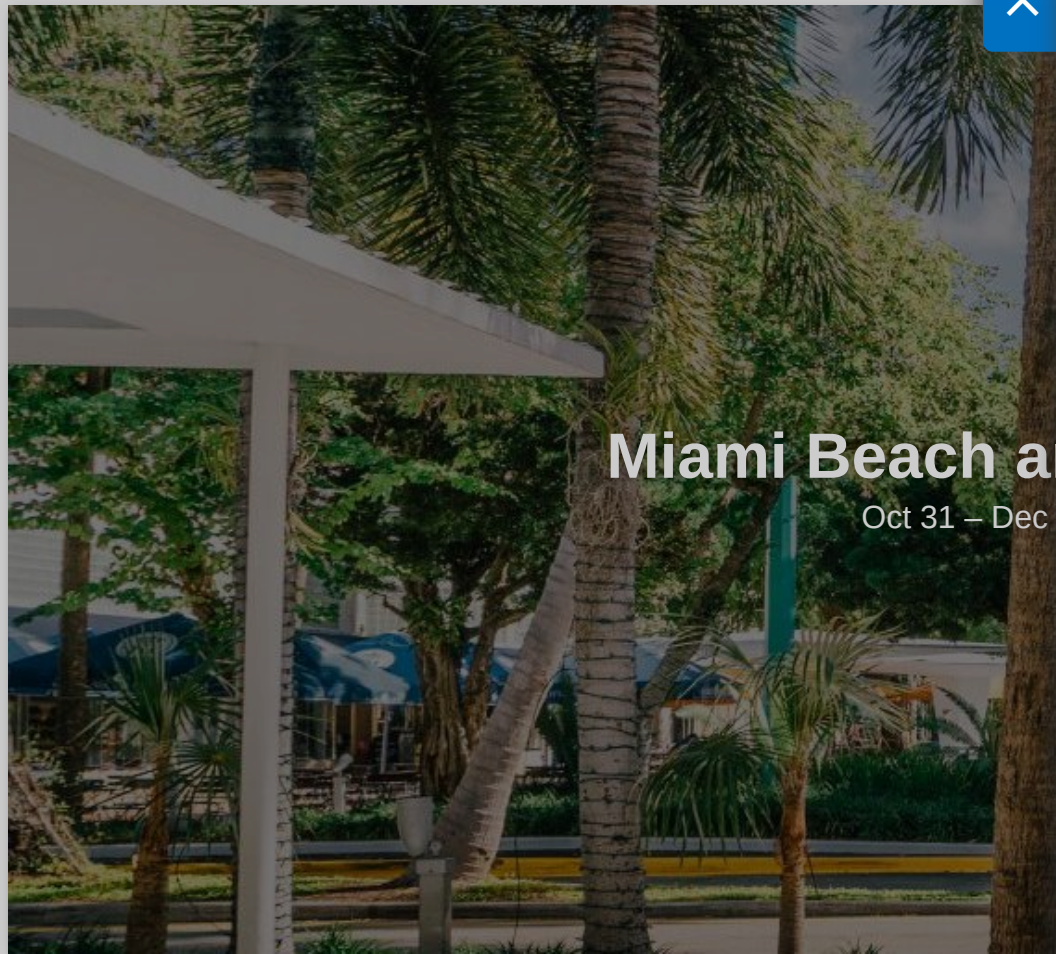


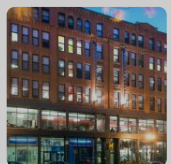
# Your trips



## South Beach Plaza Villas

Oct 31 – Nov 28 · Miami Beach · Cancellation policy

Confirmed



## HI Boston Hostel

Nov 15 – Dec 13 · Boston · Free cancellation

Confirmed

What's next to plan?



### Book a flight

Compare thousands of flights, all with no hidden fees



### Rent a car

Pick-up at



Booking Assistant

Oct 31 | Nov 28

Help

Nov 10, 2020

B.

### Booking Assistant

We're about to send your message to someone who can help.

Make sure you add all the details of your request before sending it. Thanks!

Nov 10, 2020

1) fraud invoice on room distort 2) miss on departure change

please track [Open messaging] this short:

1) diff Room 305: just undo and storno all (!) 2347,84 USD

2) set Check-out: Sun 15 Nov 2020 to invoice

need assistance for unwilling hostile manager Mr. Jose A.

B.

### Booking Assistant

I just forwarded this to Customer Service. Someone there will get back to you within 24 hours. I'll let you know as soon as they do. Just make sure you have notifications turned on



### Alyshia R. from Customer Service

Hello Uwe,

I would like to see what I can do to assist you as the message received is a bit unclear. Are you requesting to modify the check out date to November 15th? Are you being charged more than US\$2,347.83?

Reply to Customer Service

B.

### Booking Assistant

Okay, what would you like to add?

Correct are US\$1,471.50 (w/o 14% taxing)

B.

### Booking Assistant

I just forwarded this to Customer Service. Someone there will get back to you within 24 hours. I'll let you know as soon as they do. Just make sure you have notifications turned on



### Ali B. from Customer Service

Hi Uwe, could you confirm the new dates you would like to change your booking to?

Reply to Customer Service

B.

### Booking Assistant

Okay, what would you like to add?

new dates Check-out 11/15/2020