

◀ Hi, my name is Lynn and I'll be assisting you today.

◀ I understand that you want to cancel your reservation. Let me check what options may be available for you at this time.

Great. Itinerary #: 128-815-642-87 needs to be cancelled. ▶

Your website told me it was "experiencing a problem" so the reservation never went through. ▶

I ended up renting from another site at a higher price. ▶

◀ Thank you for that trip number. Let me check on this now.

◀ I am sorry to know that you were not aware that this was booked.

Hello? ▶

◀ Thank you for your patience. I am now looking into your concern.

Great. Thanks. ▶

◀ You are welcome. One moment please .

◀ Please bear with me for a while as I continue to verify some necessary information.

ok. ▶

◀ Thanks for waiting. Do you have a screenshot of the error message?

No. But I have the other reservation made moments later at a higher price. ▶

I need the car tomorrow. When a website goes down and I can't get back in, I don't spend time taking screen shots. ▶

Does your system show me disconnecting in the middle of the reservation? ▶

Please cancel my reservation and email the cancellation confirmation. ▶

Thanks for waiting. Jessica, we do not rely on email to communicate the status of your reservation because spam

filters may prevent you from receiving our emails. This is why we immediately display the status of your reservation on our website. If it does not appear immediately, you can go back online to check the status of your reservation.

◀ I understand that you want this cancelled. Since I need to research your issue further, I won't be able to resolve this for you while we chat. We cannot guarantee anything, but we will look into this further.

I would expect to have an update for you within one business day. We will send you an email to JFKERR@HOTMAIL.COM once we have a resolution.

I will contact my credit card company and let them know you made an unauthorized charge and that I will be disputing. If I don't hear back from you today, I will also be cancelling my account with priceline.com and will spend some time leaving plenty of reviews and warnings for other consumers. ▶

◀ I am sorry, the best time we can resolve this is within 2-3 business days.

I understand that you will contact your bank about this. Jessica, as a consumer, it's at your discretion to contact your credit card company or bank about any transaction.

◀ I will document your record that this is what you advised us you will do. We will provide them with any requested information regarding your purchase.

◀ However, we will appreciate if you can first give us the chance to research on this.

◀ Jessica, your Chat box is still open, can I still help you with something? Let me know if you are still available to chat.

yes ▶

◀ Please let me know if there is anything else.

◀ I have not received a response from you in a while. Are you still there?

yes ▶

I'm waiting for you to do your research. ▶

I have this escalated to be researched by our research team. We will contact you within 2-3 business days with the resolution.

◀ I have documented all your statements and the error message that you saw. For your reference on this research, the case number is 71641336. Will there be anything else aside from this?

◀ Are you still with me, Jessica? Is there anything else we can assist you with?

I don't understand why you can't escalate while I wait. ▶

◀ I understand this is taking some time. Rest assured that our research team, will contact you as soon as we have the resolution available. I am not able to give you a resolution now since I am not part of the research team, but they will look into this for you.

Thank you. Good bye. ▶

◀ Thank you for chatting with me today, Jessica. I appreciate your patience while we continue to work to resolve your issue for you. Take care.

◀  Lynn has disconnected.