

Agoda Booking ID 631721954 Check in August 5, 2023

From: Agoda Customer Service (customer-service@agoda.com)

To: jdmfmg@yahoo.com

Date: Tuesday, September 5, 2023 at 10:10 AM PDT



Dear Joseph De Marco,

Greetings from Agoda!

With reference to your booking ID 631721954 as detailed below:

Hotel: The Meritage Resort and Spa
City/Country or Region: Napa (CA)/United States
Arrival: August 5, 2023
Departure: August 6, 2023

We are here to help you in any way that we can. To better assist you, we require some additional documentation. This information will be reviewed by us and our booking partner.

To proceed with your request:

1. Attach the necessary documents in your reply to this email
2. Ensure that the total file size of the attached documents does not exceed 4MB

Documents needed:

- A copy of a statement that the property already refunded the charges.

Once received, we will get back to you with an answer as soon as possible.

Please do not hesitate to contact us if you have additional questions.

We look forward to hearing from you soon.

*By sending through the additional documentation, you consent to us collecting and processing any personal data contained in the information being sent, strictly as needed only to process your case. For more information about our privacy practices please see our Privacy Policy: <https://www.agoda.com/info/agoda-privacy.html>. We will treat all documentation you provide in a secure and confidential manner and we will erase it when it is no longer needed.

Regards,
Angelika
Agoda Customer Experience Group

*For security purposes, please do not send us your credit card details via email
*Agoda.com will only accept credit card details via the phone or our secure link

This email was sent by Agoda Company Pte. Ltd.,
30 Cecil Street, Prudential Tower #19-08, Singapore 049712

